

Preparing for Managed Support

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Agenda

Introduction

- **What is Support?**
 - **3rd Party Support**
 - **Managed Service**
- **Types of Managed Service**
 - **Managed Support**
 - **Premier Managed Support**
- **Analysis**
- **How to Prepare**



Introduction

What is all this
about anyway?



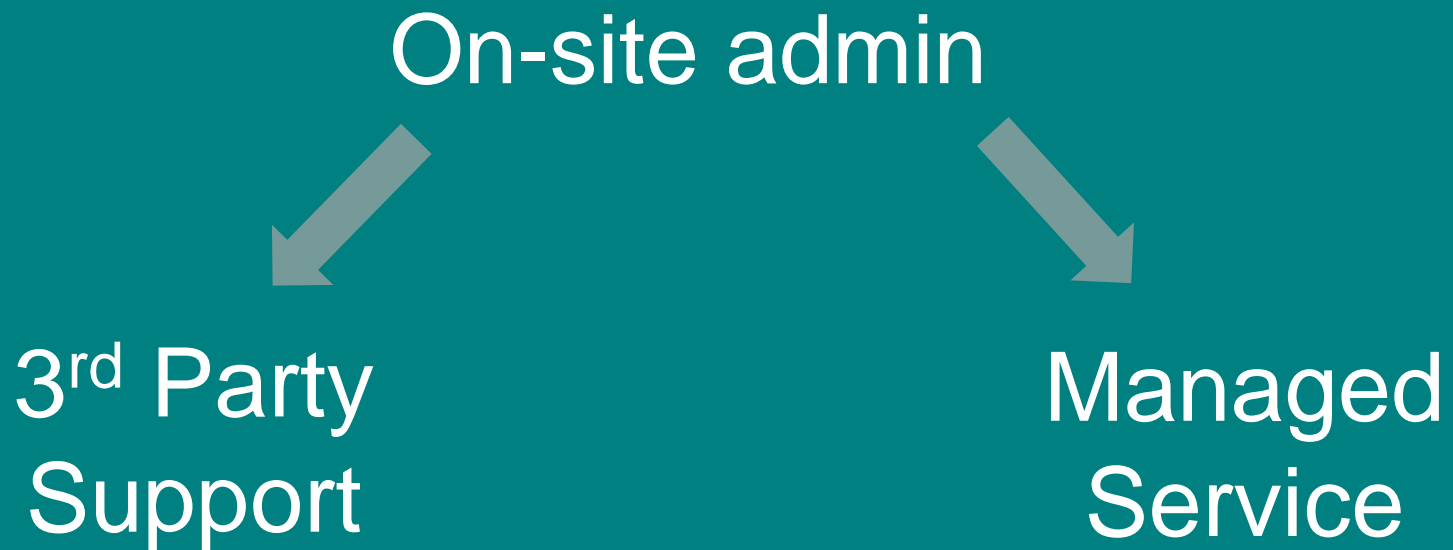
Consulting

- **Upgrades**
- **New Development**
- **System redesign**
- **Enhancements**
- **Migration**



What is Support

Support is a relationship created between administrators and end-users to provide assistance for system operations, production support, and day to day operations.



3rd Party Support

Phone a Friend

- **Support team**
- **Contractor**
- **Specialized resources**
- **Reactive “break/fix”**
- **Dependent on availability of client**
- **No direct access to environment**
- **Issue tracking**
- **Documentation control**
- **Supplemental Support**



Managed Service

Managed Support



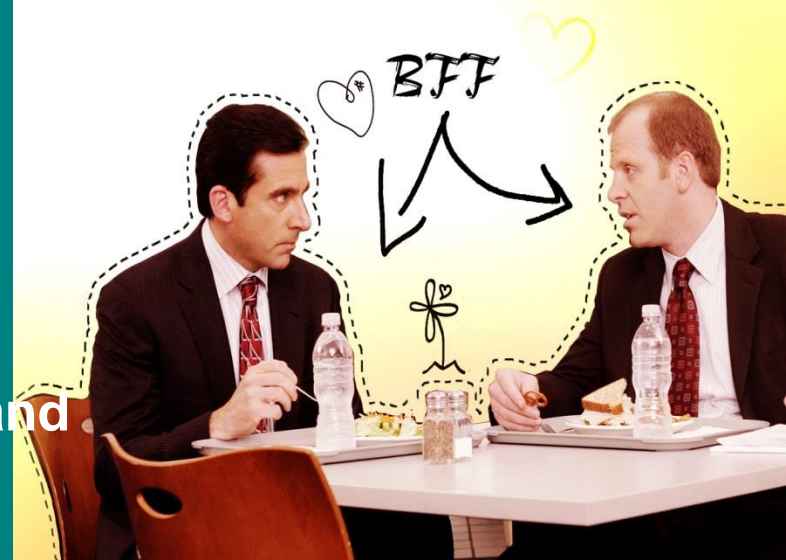
Premier Managed Support



Managed Support

Single point of accountability for your EPM Services

- Taking 3rd party support to the next level
- Off-site
- Proactive
 - Server monitoring availability
 - Direct connectivity to environment
- Streamline operations and help reduce downtime through proactive guidance and advice
- Alleviate the management burden on IT, freeing resources for more strategic tasks
- Help to improve reliability, efficiency and reduce costs
- Defined roles
- Defined schedule



Premier Managed Support



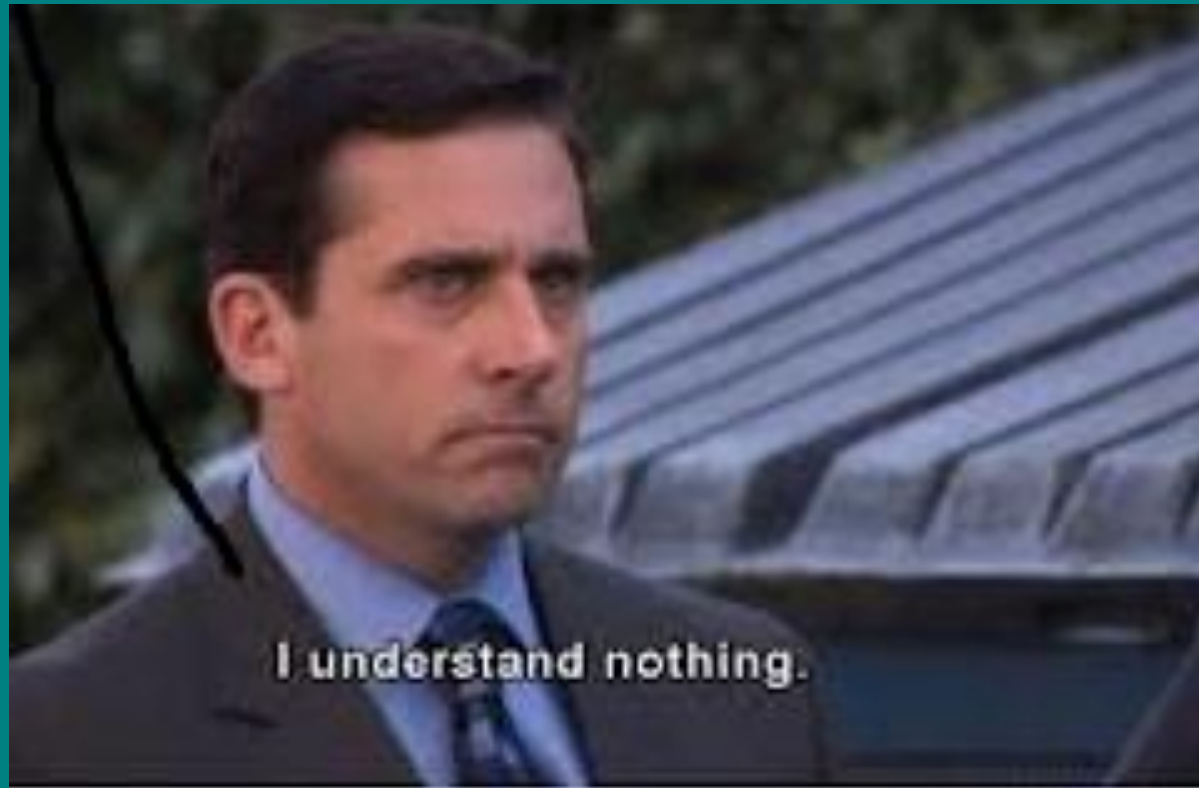
Staff Augmentation

- **Managed support “+”**
- **Daily/monthly/annual operations**
- **Security**
- **Server/software maintenance**
- **Full access to environment**
- **Update/maintain data/metadata**
- **Troubleshoot**
- **Onsite/Offsite**



Analysis

How do I know what I need?



Do I need Support?



Yes



NO



Maybe



- **Seasoned Expertise?**
- **IT Department involved?**
- **Can you afford a problem?**
- **Is your company growing vertically/horizontally? How does that impact your admins?**
- **Personnel changes?**
- **Are you going global?**
- **Are you losing your consultant(s)?**



Preparation

- Scope of IT
- Monitoring Software
 - Server
 - EPM
- Documentation
 - Admin, Infrastructure, End-User
- Security Compliance
- Audit Control
- Point of Contacts/Roles/Scope
- Disaster Tree
- Backup Processes
- Hours of Operation
- Consistent issues/resolutions
- Issues workflow



Questions?



Thank You!!
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