

Proactively manage your asset so you can accelerate return on investment

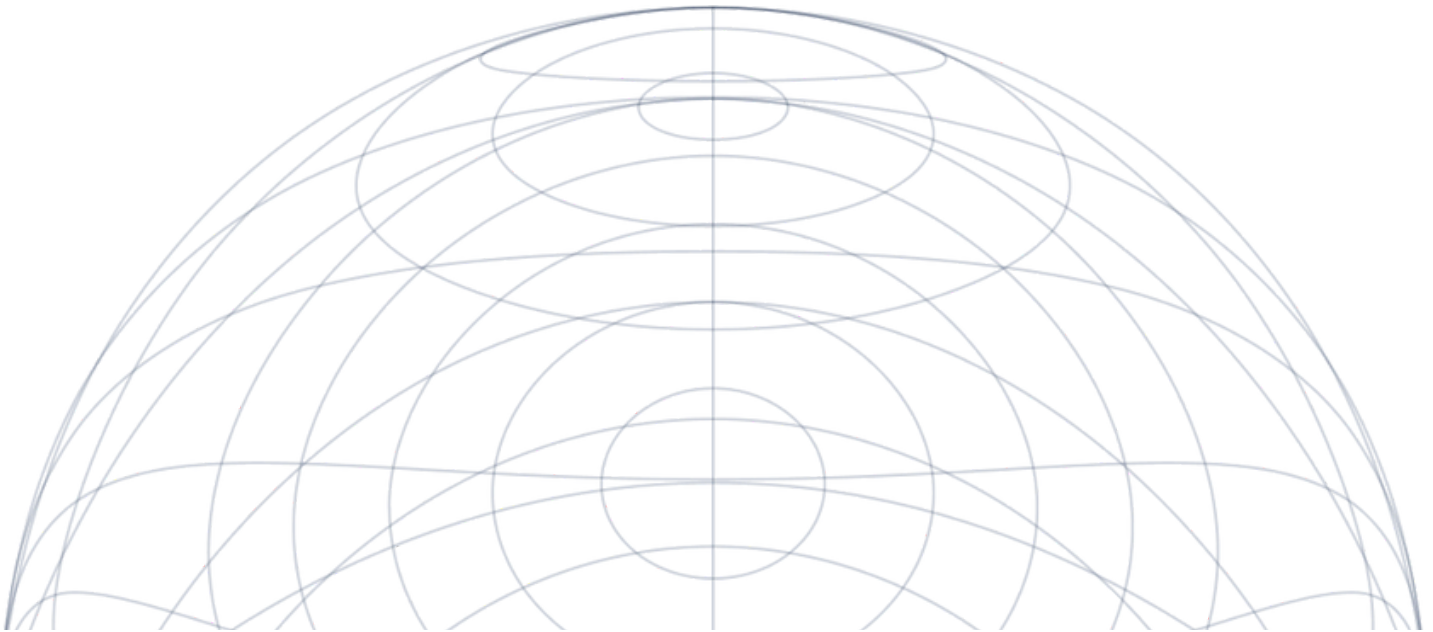


Building a great solution is only the first step in the journey. Managing it on an ongoing basis is vital in accelerating return on investment and user experience.

Our managed services capability is aligned to ITIL to manage incidents as they occur and proactively enhance solutions on an ongoing basis.

What can you achieve?

- Level 1, 2, 3 and 4 support for the incident resolution
- Integration with your help desk and existing support processes and governance
- Proactive maintenance on your business-critical applications
- Prioritisation of your enhancements and ongoing process improvements



Managing your assets, our managed services solution delivers:

Dedicated Account Management:

- Service onboarding
- ITIL Best practice governance
- Operational reporting and analysis
- Service team management

Rapid Resolution:

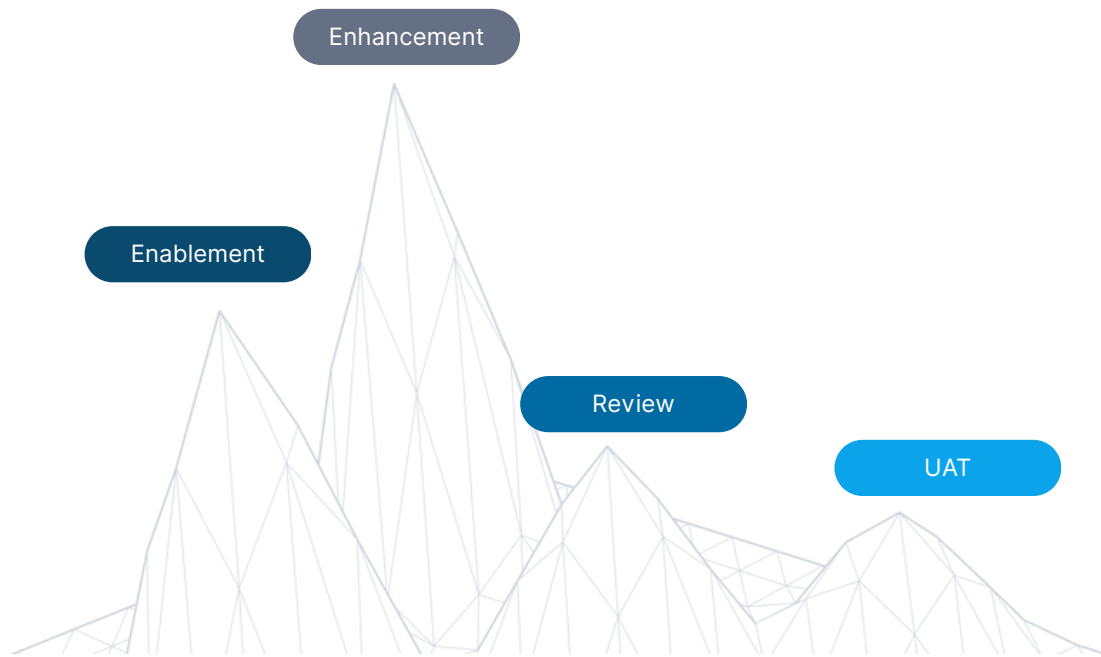
- SLA driven response
- Level 2 – 4 support
- Execution of documented fixes
- Access to Microsoft engineering and support services

Preventative Action:

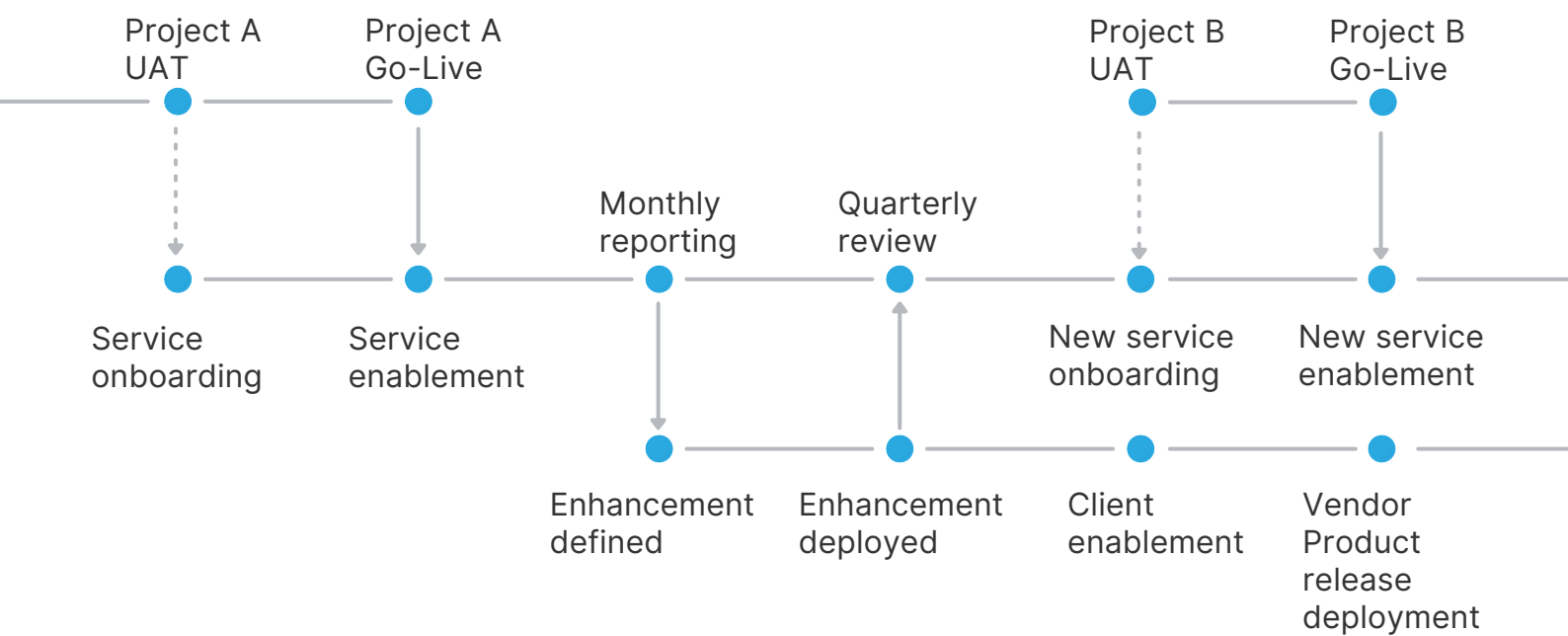
- Automated monitoring
- Root cause analysis
- Change and release management
- Production workload governance

Value Added Services:

- Provision of minor enhancements for ongoing solution maturity
- Collaboration with Microsoft and Databricks to forecast new product and functional releases
- Solution training and enablement for IT and the Business

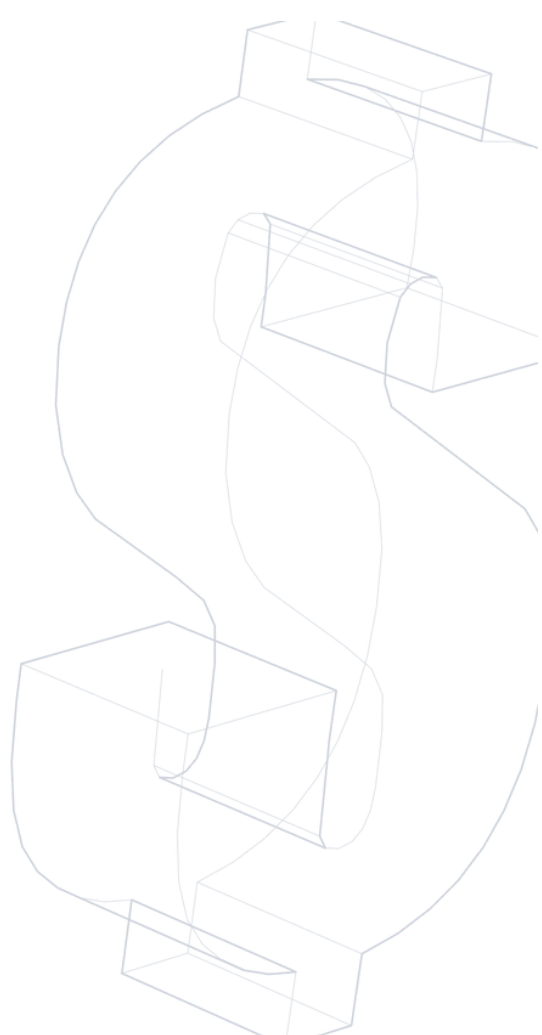


Our managed services delivery model





The value of a managed services agreement



Risk management:

- Someone to hold accountable
 - Provide continuity for the business
 - Protection of the investment
 - ITIL Service framework
-

Value based:

- Cost effective access to the best skills in market
 - Longer term client enablement
 - FTE or part there of cost comparison
-

Continuous Improvement:

- Optimisation & tuning of solutions
 - Enhance solutions cost effectively
 - Ensure continued value to the business
-

Vendor Alignment:

- Regular architecture & component review
 - Access to Vendor engineering & global resources
 - Proactive collaboration with vendors & client
-

Skills and capability:

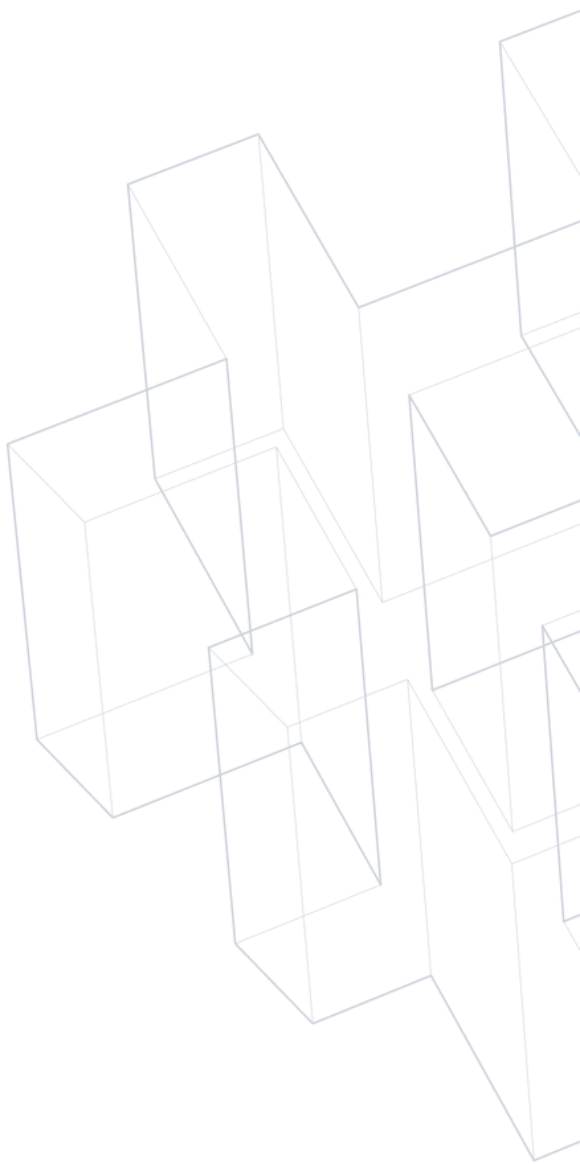
- Continuous learning and certifications
 - Scalable service
 - Business focused
 - ITIL qualified
-

Relationship & experience:

- High touch, highly responsive and accessible team
- Status reporting & meetings: navigate your journey
- Client enablement



Building a great solution is only the first step in the journey.



What benefits can you expect?

- Control the risk of the performance and stability of your applications
- Govern these managed services as a natural extension of your existing support processes and governance
- Be made aware of imminent risks and initiatives that will enhance the experience of your users so you can make informed decisions
- Visibility and ongoing tracking of the performance of your applications

What is it different?

- Focused on getting you maximum Return on Investment, not just incident management
- Integrates simply with existing support processes
- Simplifies your communication by posting into your Teams channels

Contact us today to learn how our managed services solutions can benefit you.

✉ seismasales@seisma.com.au