

Annual Recurring Services Program

Serviceaide Annual Recurring Services

Our Annual Recurring Services Program allows you to focus on your business, while adding a Serviceaide expert to your team to focus on ChangeGear. The program augments your staff with a senior ChangeGear expert, who is fully dedicated to understanding your business and assisting with maximizing the value of your ChangeGear investment.

Additionally, the program includes access to Serviceaide Premium Support service, which includes unlimited after-hours support 24 hours a day, 7 days a week, 365 days a year. When nights, weekends, and holidays come around, our extended coverage lets you rest easy knowing that our team is there to support you whenever you need us.

The program is an annually renewable service that includes the following:

SERVICES

- Includes Senior Serviceaide Technical Engineers who are certified in Serviceaide, Enterprise Service and Support, and ITIL
- Ensures platform design and processes are implemented following industry and platform best practices.
- Serviceaide will participate in client tactical and strategic meetings on an as needed basis (i.e., CAB reviews, Support management reviews, integration efforts, etc.)
- Serviceaide will aid and advise during deployment, expansion, and enhancement initiatives of the ChangeGear platform.
- Serviceaide will be available to leadership as an advisor for Service Management related projects to evaluate the ChangeGear platform capabilities.
- Serviceaide will provide personalized training and configuration assistance to Client Application Administrator.
- Serviceaide will be available for mentoring – personalized monitoring and coaching sessions (remote) to maximize success.
- Serviceaide will coordinate and manage all escalated support experiences.
- 24/7/365 Premium after-hours emergency support.
- Guaranteed Serviceaide Technical Engineer availability (based on the specified monthly allotment detailed in the contract).

BENEFITS

- Monthly – Serviceaide will host Q&A sessions with your technical staff to address questions or concerns related to ChangeGear or Service Management delivery.
- Monthly – Serviceaide will coordinate personalized training sessions, ensuring new and existing staff experience ongoing ChangeGear platform training.
- Quarterly – Serviceaide will host Quarterly Service Review (QSR) sessions to present leadership with strategic reviews, observations and recommendations for platform usage and adjustments.
- Annual – Serviceaide will conduct system and process health check, including a written assessment with findings and recommendations.
- Annual – Serviceaide will coordinate with Client to perform upgrades to latest released ChangeGear version (build and patch updates can also be scheduled, as needed).

QUARTERLY PERFORMANCE REVIEW

- Quarterly- 3–5-day comprehensive ChangeGear performance tuning and operational assessment.
- This service is in a project format and will recommend changes to optimize the ChangeGear supporting infrastructure and the application.

Contact Us

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