

MANAGED SUPPORT



Our Managed Support services provide a flexible, low cost support service to meet your needs. With a proactive approach our Managed Support service is designed to be there in an emergency while focusing on issue prevention.

Choose the package that is right for you

		FLEXI	FLEXI PLUS	COMPLETE
Minimum days per month		1	2	4
Service	Reactive access to support team	✓	✓	✓
	¼ service reviews to identify areas to for improvement	✓	✓	✓
Account Management	Understanding of your business and technology objectives	✓	✓	✓
	Understand technology roadmap	✓	✓	✓
	Creation of a development backlog to enhance productivity, security or availability	✓	✓	✓
Support Desk	Email and telephone support	✓	✓	✓
	Access via ticketing system (JIRA)	✓	✓	✓
Response SLAs	<ul style="list-style-type: none"> Major 1 hour Intermediate 4 hours Minor 8 hours 	✓	✓	✓
Optional Managed Hosting	Pricing details available on request	✓	✓	✓
Support & Hygiene Plan	Covering: <ul style="list-style-type: none"> Regular health checks Technology upgrades SSL/TLS certificates Third party licensing renewals Release schedules System monitoring 	✗	✓	✓
Technology Leadership	<ul style="list-style-type: none"> Access experts to unlock opportunities through technologies Outline and understand business goals, drivers and needs Advise, plan and roadmap a strategy for your digital transformation Design thinking Rapid prototyping 	✗	✗	✓

KEY: Hygienics Enablers Digital Leadership

