



- ✓ Expertise on demand, not on the pay-roll
- ✓ Ensure continuity of service
- ✓ Proactive monitoring minimises downtime
- ✓ Predictable monthly cost
- ✓ Scale up or down as required
- ✓ IBM Maximo - Gold Accredited

MANAGED SERVICE - SUPPORT DATASHEET

Supporting the systems that keep your assets working

Clarita Solutions' Managed Support is a customised service delivery package that provides a proactive program of monitoring, maintenance and continual improvement to help organisations drive consistency, efficiency and excellence across their asset management applications.

Flexible, scalable & reliable support enterprise applications

Managed Support is a flexible service package offering comprehensive support and management for enterprise asset management infrastructure, including IBM Maximo, GIS and enterprise mobility systems. Depend on our certified specialists to assume day-to-day responsibility for your EAM platform and deliver support services within agreed service level targets.

Personalised service design

We believe the most effective services are tailored to the unique needs of each client. Our approach therefore starts with a period of discovery and planning - free-of-charge - before proposing a customised service package.

Towards best EAM practice

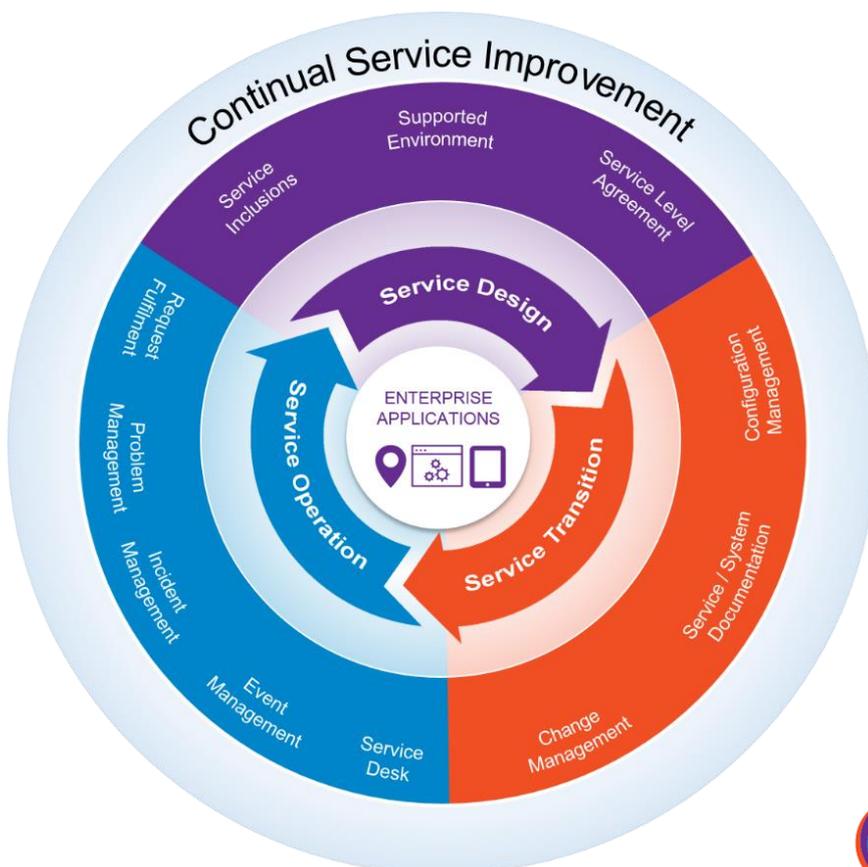
Managed Support is all about maintaining operational efficiencies and moving towards maturity in asset management practices. We work with clients to manage each aspect of the existing system environment including:

-  EAM applications & middleware, particularly IBM Maximo
-  Geographic Information Systems
-  Enterprise mobility

By supporting the environment as a whole, rather than isolated applications, we can work towards identifying and realising improvement opportunities.

Agreement driven operations

According to the ITIL framework, each Managed Support service is governed by a Service Level Agreement, providing accountability of performance against established targets. This includes hours of support, roles, responsibilities, accountabilities and priority definitions for the services being provided.



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Managed Service Deliverables



Service Transition

An establishment phase in which the supported environment is documented and support tools configured.



24/7 Service Desk

A central point for recording incidents and service requests, managing resolution and monitoring performance.



Event Management

Regular monitoring allows for the early detection of events or exceptions to normal system performance. Investigate and correct events before an incident occurs.



Incident Management

An incident occurs when the supported environment fails to operate as it should. Incidents can be logged through the Service Desk for response and restoration of service by Clarita's service team according to agreed priorities.



Problem Management

While the objective of incident management is to re-establish operations as quickly as possible, problem management focuses on identifying and resolving the root cause of recurring issues and events, thus preventing future incidents from occurring.



Request Fulfilment

User initiated service requests that do not originate from an incident or problem – such as access requests, simple changes or simple report development – can also be logged, managed and resolved through the Managed Support service.



Continual Improvement

Collaborative monthly review of key metrics relating to the supported environment, service delivery performance and industry best practice indicators to identify improvement opportunities and prioritise future works. This review is focused on both service delivery and system performance.

Pricing

Each element of the service is priced separately giving the flexibility needed to ensure you only ever pay for the services you actually need.

At the conclusion of the Service Design, a Managed Service Agreement will provide firm prices for monthly and one-off fees along with hourly rates for times work according to this pricing model.

	Price Basis		
	Fixed One-Off	Fixed Monthly	Variable Hourly Rate
Service Transition	✓		
Service Desk		✓	
Event Management		✓	
Incident Management		✓	✓
Problem Management		✓	✓
Request Fulfilment		✓	✓
Continual Service Improvement		✓	
Software Licensing	✓		

About Clarita Solutions

For asset intensive organisations, Clarita Solutions brings technical and process maturity to the task of identifying and implementing best asset management practice at the strategic and operational level. As a strategic business partner, we offer a unique blend of insight, skills and expertise in asset management, geographic information systems and mobile technologies to deliver comprehensive solutions that optimise asset performance and associated business processes.



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