

Managed Service and Support

Operational risk is inevitable. Even the most advanced integration and application platforms are impacted by human error, system failure and technology updates.

At Integral, we address these risks and keep your daily business operations on track through our Managed Service and Support.

Our world-class Managed Service and Support function is responsible for the day-to-day operations and maintenance of numerous complex client environments and applications.

We maximise service availability and reduce the risk associated with maintaining highly-complex systems by providing specialised skills and 24/7 support.

Integral Managed Service and Support can include:

- Architectural and solutions design
- Development support (integration, middleware, web app, etc.)
- System administration support (infrastructure, platforms)
- Systems troubleshooting and quality assurances
- Knowledge transfer and training
- Access to Integral's Continuous Improvement Program (CIP)
- Managed service for applications and platforms

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Managed Service and Support

Managed Service and Support packages include prepaid support hours and an annual retainer fee.

VALUE PROPOSITION

Our packages can include environment and application maintenance, incident management, service request fulfilment, problem and defect management, performance and event monitoring and ongoing development and enhancements of managed platforms and applications. All packages underpinned by client centric account management and Service Level Agreement (SLA) driven services.

12 MONTH PACKAGES

Packages	Services Included
Business Hours Package	• Business hours support and monitoring • Incident management • Service request (SRV) management – Prepaid consumption packages • Agreed response and resolution SLA
24x7 Support Package	• 24x7 support and monitoring • Incident management • Service request management – prepaid consumption packages • 99.5% availability Service Level Objective (SLO) • Agreed response and resolution SLA • Environment maintenance • Service reporting

INCLUSIONS

SLAs and guarantee of service

- SLAs on INC and SRV based on priority
- SLOs on uptime for hosted services

Incident management

- Break fix response and resolution management
- Major Incident management and support
- Post Incident Review (PIR) services

Environmental maintenance

- Proactive management and maintenance of supported environments
  - > Patch management
  - > Security reviews
  - > Best practice future state recommendations and implementation

Reporting and account management

- Personalised reporting on a monthly, quarterly and yearly rhythm
- Regular account management meetings and presentations

Service request and enhancements

- Service requests and enhancements draw down hours from the pre paid support package
- If a SRV or enhancement is 3+ days work, a rate card or SOW will be supplied unless otherwise agreed
- Reduced rate card prices for Managed Service clients

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Prepaid Consulting Packages

A client can choose to purchase prepaid hours without the commitment of a managed service.

VALUE PROPOSITION

Prepaid Consulting packages are a light touch, minimal commitment engagement for support of an environment.

PACKAGES

Prepaid Consulting Packages	Days purchased
Foundation	15
Bronze	25
Silver	50
Gold	75
Platinum	100*

* Pre-purchased support days in excess of 100 days will be calculated on the 100-day discounted rate.

Roll over of support days – We are willing to roll over purchased support days for a customer if they purchase additional days for the next 12 months.

INCLUSIONS

SRV and enhancements

- Service requests and enhancements draw down hours from the prepaid Consulting package
- If a SRV or enhancement is 3+ days work, a rate card or SOW will be supplied

Incident management

- Prepaid Consulting customers receive incident management at an agreed rate card cost

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