

Keepwatch Service Definition



KeepWatch is a customizable managed service for your entire analytics stack.

But what does that mean?

First, the basics. A managed service is a promise that we are going to fulfill a role or function for a customer in a specific, continuous way, in perpetuity if needed. Think about HVAC repair for a moment. If you have some trouble with your AC unit and you hire a company to go fix that problem, you've just had a one-time professional services engagement. If you hire a company to proactively visit your home, maintain that unit, and resolve problems before you notice them, you've hired a managed service. Neither of these are 'better' approaches - we need both from time to time and InterWorks should have robust answers for both for all of our customers.

With KeepWatch, we are promising to fulfill multiple roles (systems engineer, platforms administrator, and architect all at once) in order to take the problem of administering, growing, and generally caring for analytics infrastructure off of their hands. That is the job to be done, at a high level.

What is 'analytics infrastructure'? There are many possible definitions, but for our purposes it's all of the stuff that a data analytics solution sits on top of, and much of what it is integrated with, in order to work. This can mean a deployed application like Tableau Server, or a software-as-a-service solution like ThoughtSpot, or a cloud provider like Azure, or an identity provider like Okta. It can be a hundred different things, which is a good segue to the next point.

How customizable are we talking? Completely customizable. As in, we are building SKUs for KeepWatch services after a customer asks for them for the first time, and integrating with our overall service framework on the fly. We want to meet customers where they are. From a technology standpoint, we will have specialties that we are proud of and go to market with more often than others, but we are going to take a page out of our 20+ year old IT Services playbook and let customers bring us in to solve problems as agnostically as possible. We want it all, because if we have it all we are best positioned to solve problems across the stack instead of only within a specific sliver of it. We believe this approach will lead to better outcomes for our customers.