

WE ARE AIIMI Our Services. Our Services put data at the heart of your digital service transformation, delivering insight that drives positive outcomes for your business. SLIDE 2

OUR SERVICES | MANAGED SERVICES

We support existing and new
Aiimi Insight Engine or Content
Management solutions across cloud,
hybrid, and on-site environments.

Offering both on-site and remote support, our integrated DevOps team enhances service delivery through continuous improvements and fully managed services, ensuring system performance and operational continuity. HOW WE HELP YOUR BUSINESS

Our managed services team will support your existing or recently implemented solutions using OpenText Content Server, eDOCS, or Microsoft SharePoint. We also fully support cloud-based services, hybrid, or private data centre installations.

Our UK-based service desk provides on-site and remote call down support, and fully managed services from our or your cloud. Our Application Management & Monitoring (AMM) suite expertly monitors and alerts customers using OpenText Content Suite software. An 'administrator in a box' provides insight into user experience, performance, and problems with Content Server installation. It also supplies trend graphing for architecture and license capacity planning. This enables our team to enhance your existing network monitoring solutions, such as Azure Analytics, with application-specific information, and improve the resilience and reliability of your application.

Our Managed Services DevOps team work together with our technical support team to continually improve the solutions we manage on your behalf. In addition, our team:

- Provide ongoing support with regular maintenance
- Monitor and report on problem areas
- Report on customer service-level agreements (if applicable)
- Conduct customer satisfaction surveys
- Monitor and report on problem areas, trend analysis, and tracking
- Measure and report on customer satisfaction

WHAT'S ON OFFER?

Features & Benefits.

Our expert services are designed to deliver maximum benefit with a flexible approach – here's what you can expect...

Service Features



- Software Implementation, Configuration, and Onboarding
- Platform Upgrades and Development Operations
- Proactive Applications
 Maintenance and Monitoring
- UK-based ITIL-compliant Help Desk and Support
- User Guidance, Help, and Feedback Capture
- On-site or remote support available

Service Benefits



- Software implementation is delivered to customer requirements
- Evergreen software service means latest features are always deployed
- Optimisation of software service performance
- Fast resolution of issues to mitigate service downtime
- Continuous improvement and innovation of software service
- Multi-environment support
- Remote and on-site assistance

WE ARE AIIMI

We are a creative tech company specialising in data and information. Our expert services and our Al and machine learning technologies deliver data and digital outcomes for real business impact.

Our Aiimi Insight Engine gives your organisation a complete overview of your data universe to reveal new relationships and unlock valuable insights.

OUR SOFTWARE

The Aiimi Insight Engine interconnects valuable information across all enterprise systems for a comprehensive understanding of your data universe and acts as an accelerant to our services...

OUR SERVICES

Our Services team put data at the heart of your digital service transformation, utilising our Insight Engine and sector experience to deliver insight that drives positive outcomes for your business. GO FASTER WITH AIIMI INSIGHT ENGINE

Service Accelerators.

Drive greater value from your chosen Services by harnessing the Aiimi Insight Engine, our Al-powered technology. Discover the features you'll use to boost Managed Services...



- Search & Discovery Solution
- Insight API
- O Data Catalogue
- Network Diagrams
- O DSAR & FOI Tools
- App Monitoring
- Nowledge-Based Articles Collections

* Service Accelerators are priced separately and not included in your Service selection as standard.

SERVICE

Service Price.

Managed Services can be wide or narrow scope engagements and can cover off a number of areas. They are charged at the following day rates:

Service	Follow	Assist	Apply	Enable	Ensure / Advise	Initiate / Influence	Set Strategy / Inspire	Unit
Managed Service Consultancy	N/A	N/A	£850	£950	£1,100	N/A	N/A	Per Day

Discounts are available for pre-booked, quarterly and annual up front block purchases.

Notes on Pricing.

Working Hours.

8 hours per day excluding lunch and travel. We can pro-rate to half (4 hours) or quarter day (2 hours) when required, but only if necessary.

Office Hours.

09:00 to 17:30, Monday to Friday. Mileage.

Recharged at 35p per mile.

Time & Materials.

All rates and statements of work are time and materials based, unless otherwise agreed.

Working Week.

Monday to Friday excluding national holidays, unless otherwise agreed. Work undertaken outside standard working hours or during weekends/national holidays will be charged at rate + 50%. Travel & Subsistence.

Reasonable expenses, including travel and subsistence, are not included in a consultant's day rate. Expenses will be charged at cost to the customer.

Professional Indemnity.

Included in day rate.

% VAT.

Prices are in GBP and exclude VAT.

HOW WE HELP

Aiimi DDAT Roles.

- Data Engineer
- Data Scientist
- Data Analyst
- Business Analyst
- Product Manager
- QA Analyst
- Test Engineer
- Test Manager

- Data Architect
- DevOps Engineer
- Infrastructure Engineer
- Software Developer
- Technical Architect
- Content Designer
- Visualisation / Analytics Designer

- Service Designer
- UI Designer
- UX Designer
- User Researcher
- Strategy Consultant
- Change Consultant

CASE STUDY | NOVO NORDISK

Novo Nordisk.



During Novo Nordisk's transition from its OpenText eDOCS contracts management platform to a new vendor-supported platform, we upskilled its internal team on core Java code and provided reverse engineering for unsupportable areas to support functionality, while a long-term transition plan migrated the organisation's customers to its new software solution.

This carefully managed approach enabled a comprehensive, safe, and unhurried changeover, while maintaining its crucial source of business intelligence to more than 1,400 distributors, agents, internal lawyers, business administrators, and sales teams globally.

