

Nintex Managed Services

Description

Nintex enhances end-user support and management, significantly reducing application and platform outages through expert 2nd/3rd level support and maintenance. Our proactive approach includes regular health and error monitoring, end-user education, and ongoing service improvements.

Target Audience/Client Use Case:

- **Frequent Incidents:** Experiencing regular operational disruptions or system issues.
- **Support Challenges:** Facing difficulties in effectively resolving technical problems.
- **Active Services Engagement:** Requiring consistent and ongoing engagement with service providers.
- **Resource or Skillset Limitations:** Lacking the necessary in-house expertise or personnel for optimal system management.
- **Continuous Vendor Interaction:** Needing frequent engagement with vendors for support and problem-solving.
- **Workflow and Application Incident Management:** Encountering challenges in managing complex workflows and responding to application incidents.
- **Permissions and Access Control:** Requiring assistance with setting up and managing user permissions and access controls.
- **System Optimization:** Identifying and addressing failure points in logic, enhancing system efficiency.
- **Feedback on Product Stability and Usability:** Seeking expert advice to improve product stability and enhance user experience.

High-level comparison between the offerings and their differentiators:

Feature / Package	Essential Package	Advanced Package	Premier Package
Scope of Service	Introductory offering with access to high-level technical expertise.	Reactive support and issue resolution, designed for businesses needing reliable, timely assistance.	Comprehensive proactive services, ideal for businesses seeking a strategic IT partner.
Technical Expertise	Access to high-level technical resources for a fixed number of hours per month.	Application incident management and issue correction.	Onboarding, daily proactive monitoring, application issue correction, regression testing, process deployment.
Monitoring & Testing	-	Basic application monitoring.	Active system and error monitoring, regression testing.
Support Availability	Scheduled and planned engagements for the month.	Up to 24/7 support availability with published SLAs.	Up to 24/7/365 expert monitoring and enhanced SLA's.
Reporting	-	Regular reports on service delivery.	Detailed monthly and quarterly service delivery reports, including performance metrics and operational reviews.
Service Optimization	-	Limited scope compared to Premium.	Regular reviews of operations and continual improvements.
Pricing Structure	Fixed number of hours per month.	Customized pricing based on unlimited support queries and incidents.	Customized based on comprehensive service delivery.
Intended Use	Best for consultation and guidance on a non-regular basis.	Suitable for businesses with dynamic support needs and seeking a safety net for operational disruptions.	Ideal for businesses seeking comprehensive management and optimization of their Nintex landscape.
Limitations	Not intended for incident and change management.	Reactive Service based on incident logging and tracking	-
Add-On Services(optional)	-	<ul style="list-style-type: none"> Additional application intake 24x7 support Application performance and load testing 	<ul style="list-style-type: none"> Application enhancement New application development Centre of Excellence Application performance and load testing Additional application intake 24/7/365 expert monitoring
Starting price per annum	£22,200 (10 hours per month)	£55,000	£73,100

Team Structure

Dedicated Service Delivery Manager

Named technical resourcing with an in-depth knowledge and understanding of your applications and systems.

Deliverables (Opt in Service options)

- Application Incident Handling
- Application Problem correction and bug fixes
- Root cause analysis and reporting
- Application Regression testing
- Application user and role administration
- Escalated product support
- Production Deployments
- Application Health and Error Monitoring
- Service improvement and 1st line education
- System and service quality Reporting
- Defined SLA's (Response – Recovery – Resolution)
- Disaster Recovery Assistance

Value Add – Results and performance on current engagements

- **Reduced Product Support Calls:** Achieved a reduction from an average of 10-15 product support calls per month to zero, demonstrating effective issue management and user support.
- **Exceptional Application Availability:** Maintained 99.9% application availability consistently for over 24 months, ensuring reliable and uninterrupted service.
- **Outstanding System Availability:** Achieved 99.9% system availability for over 24 months, reflecting our commitment to operational excellence.
- **Prioritized Incident Resolution:** Successfully resolved all Priority 1 incidents within the agreed-upon Service Level Agreements (SLAs).

- **Proactive Issue Management:** Implemented proactive monitoring, allowing us to identify and resolve issues before they impacted the client.
- **Diverse Cloud Platform Management:** Efficiently managing both Private Cloud and Nintex Cloud platforms, ensuring seamless operations across different environments.
- **Significant Operational Involvement:** Provided substantial operational support, adding value beyond basic service expectations.
- **Monitoring in Complex Environments:** Implemented round-the-clock monitoring in complex environments, safeguarding against potential disruptions.
- **Uptime and SLA Adherence:** Consistently maintained a 99.9% uptime and adherence to SLAs, underlining our dedication to service reliability and customer satisfaction.