DEEPERTHANBLUE

DIGITAL SOLUTION SPECIALISTS

Service Definition Document

About DeeperThanBlue

"We help brands and organisations undertake **digital transformation** and move to the **Cloud** through**;** **Commerce**, **Content, Customer Experience, Application Modernisation, Automation with AI, Integration** and **Insights from Analytics**.

Through partnerships with leading solution vendors, we deliver transformational experiences across many types of businesses"

IBM Application Connect Enterprise and Application Connect Professional

IBM Application Connect Enterprise and Professional Services

Our team of integration consultants specialise in seamlessly integrating diverse products and software within intricate environments to fulfill specific business requirements. With extensive expertise in patterns and tools, we adeptly unite modern online platforms with legacy applications, leveraging technologies; IBM App Connect Enterprise (ACE) and IBM App Connect Professional.

Service features and benefits

- SaaS and on premises application connectivity
- Trigger based actions between applications
- Integrates with MANY applications
- Automated updates, notifications & events between applications
- Single unified console.
- Data sync between applications
- Full automation and integration between clouds
- Integrate with legacy systems
- Huge number of connectors available out of the box
- Connect Off-Premise SaaS applications through a GUI interface
- Build your own connectors to bespoke systems

Training and Support

Training

DTB's training approach revolves around forming an integrated team dedicated to fostering a hands-on learning journey for both users and client teams. This immersive learning experience encompasses peer collaboration, structured training sessions, and informal knowledge-sharing gatherings. Our objective is to seamlessly transfer our expertise in technology and process innovation to our clients' core teams. Our adept experts specialize in cultivating enduring, adaptable teams, customizing training strategies to suit each client's distinct circumstances.

Support

- Our team of consultants and engineers use industry-leading tools to setup and monitor the services and process support tickets via our 24/7 helpdesk and responsive/transparent SLA. We monitor the ongoing performance of our service to clients with regular service reviews/retrospectives and surveys to ensure a focus on continual improvement.

- We have different support tiers (at different prices). At the top level is 24/7 support down to working hours support Within this structure there are differing levels of severity - the top level being a response within 60 minutes

- Through a dedicated portal our customers can manage the raising, status and priority of support tickets. This conforms to WCAG 2.1 AA or EN 301 549

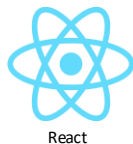# Vendor Partnerships & OpenSource

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Contact us
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