

Service Definition

Introduction

OutSystems supplies a Cloud based low code rapid application development Platform as a Service (PaaS). Every aspect of OutSystems is crafted to help customers and delivery partners build better web and mobile apps faster and make changes easily. From high-productivity visual development to powerful tools to deploy and manage your apps.

Full-stack Visual Development

- Drag-and-drop UI, business processes, logic, and data models to create full-stack, cross-platform apps. Add your own code when needed. No lock-in ever.

In-App Feedback

- Make your apps better, faster. Users can share voice and written feedback right inside the application, simplifying the whole change management process.

Mobile Made Easy

- Easily build great looking mobile experiences with offline data synchronization, native device access, and on-device business logic.

Single-click Deployment

- Deliver apps and update them with one click. OutSystems automatically checks dependencies and handles all deployment processes for you.

Automatic Refactoring

- OutSystems analyzes all models and immediately refactors dependencies. Modify a database table and all your queries are updated automatically.

Architecture that Scales

- Combine microservices with deep dependency analysis. Create and change reusable services and applications fast and at scale.

Integrate with Everything

From core ERP and CRM solutions to aging legacy systems, OutSystems makes it easy to integrate any external enterprise systems, database, or custom app.

- Choose from a wide variety of pre-built open-source connectors or build your own.
- Develop your own backend as a service and connect with popular cloud services.

- Orchestrate data across your systems with [workflow](#) and business logic.
- Integrate with SOAP web services and REST APIs with no coding.

Great User Experience (UX) by Default

Create engaging user experiences that perform on any device. Design pixel-perfect applications using pre-built templates and patterns or your own code.

- Review your apps instantly and easily collect in-app feedback from stakeholders
- Extend our patterns with your own code for limitless possibilities
- Accessibility building blocks help you meet standards such as WCAG, Section 508, and ADA
- 100+ ready-to-use UI/UX patterns and templates. Learn More about OutSystems UI including **Reactive Web**: <https://outsystemsui.outsystems.com/OutsystemsUiWebsite/> and **Progressive Web Apps**: <https://www.outsystems.com/blog/posts/pwa-low-code/>
- Deliver lightning-fast UI performance
- Build beautiful interfaces easily with the drag-and-drop editor
- Develop once for every form factor

Low-Code, No Limits

With OutSystems, it's easy to extend your applications with your own custom code. Because OutSystems is an open, standards-based platform with no lock-in, no proprietary data models or proprietary run-time, you can count on worry-free, future-proof implementations.

- No runtime interpreters or engines and code optimized for unbeatable performance
- Create your own reusable extensions to use in any layer of your application
- Wrap your existing code and drag-and-drop into your visual model

Enterprise-Grade

OutSystems is the only low-code platform with advanced enterprise features. From departmental apps to mission-critical systems with millions of users, you get enterprise-grade scale and security already built into the platform, covering:

- Security
- Scalability
- Governance
- Performance

Unbreakable Deployment

Change applications faster. Decrease maintenance costs. Ensure that no matter how big the change, your applications will always be architecturally sound and functional.

- Automated impact assessment across all layers of your applications
- Rollback with a single-click

- Easy staging across environments with a single-click, including all database change scripts
- Automatic dependency updates so you can make major changes to applications, data models, APIs, and architecture. OutSystems covers the rest.

Metrics that Matter

Ensure that your apps are always running at peak performance. Real-time data helps you easily identify anything that needs to be corrected or optimized keeping costs down and users delighted.

- Automatic instrumentation of all layers of your mobile and web apps - even your own custom code!
- Monitor your applications and performance changes as their usage grows
- Real-time performance reports with drill-down details
- Customizable performance dashboards

We want our customers to get the most out of their adoption of OutSystems. Our teams and experts are dedicated to assisting customers every step of the way.

Technical Support

OutSystems offers round the clock service desk, online documentation and a broad and active online community, providing a wide range of technical support options.

Contact OutSystems Technical Support: <https://success.outsystems.com/Support>

OutSystems Support and SLA's:

https://success.outsystems.com/Support/Enterprise_Customers/OutSystems_Support/01_Contact_OutSystems_technical_support

OutSystems Documentation: <https://success.outsystems.com/Documentation>

OutSystems Community Forums: <https://www.outsystems.com/forums/>

Customer Success and Training

Customer Success

Every paid subscription includes a level of support from our Customer Success team to help with the overall success and adoption of OutSystems. Customer Success activities are tailored to the needs and complexity of the adoption and are based on what we've learned from supporting thousands of customers.

Our adoption plans can be customized from a large catalog of services supporting all areas of adoption, regardless of your level of maturity or requirements. From planning and design, to user experience, to DevOps or testing, we have the services you need to be successful.

The Customer Success Manager (CSM) works with our customers to evolve the success program based on desired business outcomes and adoption goals. These programs are designed from a selection of expert services that cater to the most critical areas of adoption, namely:

- **Plan and Design** - You can plan and design your OutSystem applications with our experts, making sure that you not only achieve business value quickly, but that you are also prepared for the future.
- **Training, Certification, and Coaching** - We can train and certify your team members to OutSystems proficiency both through formal classroom training and on-the-job coaching.
- **Assessments, Tests, and Verification** - We can assess, test, and verify all areas of your OutSystems experience. From your infrastructure to your UX/UI, development, and architecture, we help verify that your team is meeting our best practices and suggest how they can improve.
- **Platform Services** - When your infrastructure requires updates, such as adding a new environment, we can assist you to minimize disruption of your operations.

A CSM is assigned as your guide and advocate for OutSystems. The CSM ensures, through a tailored adoption plan, that you are making progress towards your goals and is your primary point of contact for removing roadblocks or bringing in OutSystems expertise.

- Adoption plans tailored to customer's goals
- Goals, metrics & value tracking
- Service planning and coordination
- Risk avoidance and escalation
- Checkpoints & executive business review cadence based on subscription level

Technical Success Management

We also provide access to a Technical Success Manager (TSM). The TSM will make sure your team is technically enabled during their first OutSystems project. Organizations looking for additional technical advisory, coaching, and product expertise should consider a [Technical Success Management](#) subscription, offering the following benefits:

- An Enablement Plan
- Onboarding & training recommendations
- On-the-job technical coaching
- Ongoing guidance and technical validation
- Direct access to an OutSystems expert with deep platform knowledge
- Our highest Support Level Agreements (SLAs)
- Acceleration and optimization of your team and platform setup
- Proactive planning and coaching to prevent issues
- Healthy growth with the right architecture and agility

Training and Certification

OutSystems offer an extensive collection of always free online training and OutSystems or partner-led classroom training and certifications:

<https://www.outsystems.com/TrainingPlanner/welcome/>

OutSystems has over 90-online training courses to support administrators and developers on the use of the platform.

<https://www.outsystems.com/learn/courses/>

Standard Accelerator

Every new platform purchase is supplied with a Standard Accelerator Pack which includes:

- Architecture workshop
- Agile delivery with OutSystems workshop
- Front-end workshop
- OutSystems Associate Certification exams (x3)
- UX/UI Concept
- Live Style Guide

Expert Services

OutSystems Expert Services are available to support our customers across a wide variety of practices such as:

- **Platform Operations** - Installation, upgrades, infrastructure health checks and analysis
- **Architecture** – Application health checks, architecture analysis and design
- **DevOps** - Awareness sessions and workshops for DevOps, CI/CD, testing, monitoring
- **Agile** - Backlog health check, project vision, Agile at scale, workshops and coaching
- **Security** - Infrastructure and application security assessments, best practices
- **Development** - Application assessments, front-end/mobile workshops, troubleshooting
- **UX/UI** - UX/UI assessments, usability and accessibility testing, live styles guides
- **Quality Assurance** - Testing best practices, unit, functional, load testing analysis and workshops
- **Adoption** - Adoption planning, team enablement, Centre Of Excellence planning and setup
- and more...

Enablement Services

Our experts enable your teams through coaching, mentoring and on-the-job training.

Project Kick-Start - The Project Kick-Start service provides side-by-side coaching and mentoring in technology and delivery methodology from experienced OutSystems Success Team members. With guidance and hands-on work, your team can successfully deliver their first application using OutSystems and get on a path to autonomy by watching and learning from our experts.

Project Co-Delivery - Project Co-Delivery combines a full co-delivery approach with peer-to-peer coaching. Together we create a customer-centric digital experience, using our code and architecture best practices. On top of that, we provide a precise estimation of a project scope to assure that customers meet their goals and deadlines successfully.

Project Coaching - Project Coaching provides experts who work with your team to remove roadblocks and provide guidance during all phases of project delivery.

Project Delivery Services

OutSystems and our partners offer application development services to help you deliver new apps fast and support a variety of different customer requirements:

- Customers who are still defining their backlog but at the same time, would like to start working on foundational elements for their applications
- Customers who want to accelerate their delivery or to add expertise to a team on more complex or mission-critical applications
- Customers with clearly defined business goals and a mature backlog, who need development power to speed up their development throughput
- Customers with applications in production that want to focus on post-production activities and troubleshooting