

# Managed Services

Free your staff to focus on your business

Is your IT staff being utilized in the right places? Your enterprise technology systems can have a tremendous impact on your business performance. But managing these critical, complex systems can be challenging and even become an impediment to achieving your strategic goals. AKA's Managed Services can take the worry of managing IT off your plate and put it into the hands of seasoned experts. With Managed Services, you can focus on your business.

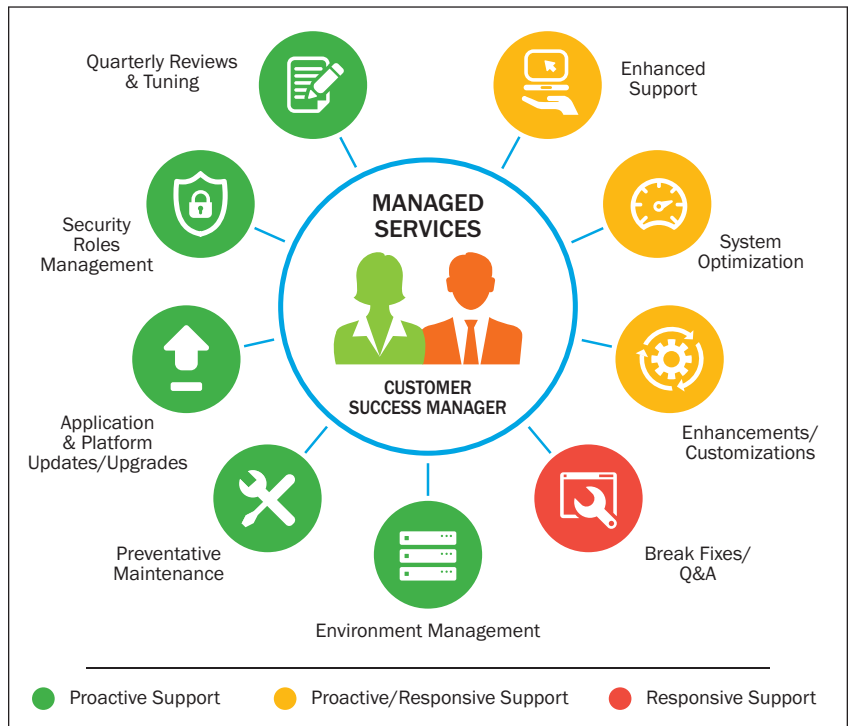
## MANAGED SERVICES WITH FULL COVERAGE... AND FLEXIBILITY

AKA's Managed Services was designed for virtually unlimited support from a single, coordinated, dedicated team—there for you in every way possible, from “responsive” support resources like a Help Desk to “proactive” services like quarterly reviews and tuning. Our services include everything your organization needs to have complete peace of mind:

## MANAGED SERVICES OFFERINGS

AKA's Managed Services team is dedicated to supporting you, providing functional and technical resources capable of tackling your technical or strategic challenges and goals. In addition, each client is assigned a Customer Success Manager whose goal is to help you achieve continued success. We provide the following services:

- > Dedicated functional and technical resources with deep industry and product experience
- > Assigned Customer Success Manager
- > On-shore and off-shore options
- > Customer Portal that allows you to easily create, track, and manage cases
- > Ability to schedule support for off-hours
- > Proactive and ongoing support services
- > Predictability and stability
- > Flexible contracts that provide coverage geared to your organization's size and requirements with optional add-on hours for additional tasks, consulting, or development
- > Continuing support through the first year of operations or after major upgrade



## EXPERT SUPPORT, MAXIMUM BENEFITS

- > Freeing up IT resource requirements and allocations—reducing costs
- > Proactively monitoring systems and vendors—mitigating risk
- > Rapidly resolving system and performance issues—minimizing downtime
- > Streamlining business processes and workflows—improving efficiency and effectiveness
- > Providing more intelligent reporting capabilities—strengthening decision making
- > Optimizing the entire IT environment—improving performance



- > Setting up and maintaining security roles as needed within Dynamics 365
- > Interface maintenance/third-party integrations connectivity from Dynamics 365
- > Customization maintenance

## RESPONSIVE SUPPORT

- **Break-fix Support**—AKA ensures issues arising from day-to-day operations or inability to complete tasks are resolved, including software issues and bugs.
- **Bug Fix Management**—For issues that are reassigned to third-party and Microsoft. AKA can handle the management, interaction, and status updates.
- **Hot Fix/Patch Application & Management**—AKA can manage coordination of code promotion, hot fixes, etc. with Microsoft. Once the bug is resolved, AKA can undertake the testing and application of the patch to resolve the issue.

## PROACTIVE SUPPORT

- **Quarterly Reviews & Tuning**—Evaluation and analysis to assess and demonstrate ROI
- **Security Roles Management**—Azure Active Directory related configurations and changes; onboarding of new users/retirement of former users; setting up and maintaining security roles as needed within Dynamics 365
- **Application & Platform Updates/Upgrades, Preventive Maintenance**—Patching of non-production environments; installation of platform updates and recommendations for application updates (major versions)
- **Environment Management**—Management (backup/restore) and ownership of all non-production environments; interface maintenance/third-party integrations connectivity from Dynamics 365

## PROACTIVE/RESPONSIVE SUPPORT

- **AKA Hyper-Care**—Refresher training on functionality; screen share support for day-to-day functionality requests
- **System Optimization**—Performance tuning; rebuilding indexes; space management.
- **Enhancements/Customizations**—Configuration management/build management

## ADDITIONAL SUPPORT OPTIONS

- **Critical Patch Management**—Dynamics 365 (CRM 2016) Application Updates, hotfixes, or roll-ups for on-premise solutions can be applied by internal IT teams. However, AKA can provide these services based on the schedule that suits you.

*NOTE: Implementation of critical patches are limited to updates that do not require full regression testing. Cumulative Updates (CU) are not in scope under this agreement and will be addressed as a separate Statement of Work.*

- **Environment Maintenance**—AKA can assist in the backup or migration of non-live environments.
- **Security Roles Management**—AKA can assist in managing and setting up Security Roles as well as adding and deleting users.
- **Ad Hoc Services**—You can set up an additional bank of hours for requests such as training, enhancements or further refinement of solutions at a discounted Managed Services hourly rate. These hours are paid for monthly rather than up front and can be consumed at any point throughout the year.
- **AKA Hyper-Care**—After an initial implementation or upgrade, users have a need for increased support as they become accustomed to the application. To ensure user adoption and full satisfaction, AKA can provide enhanced support, including refresher training, answering questions, and addressing issues and requests should they arise.

## CLOUD MANAGED SERVICES

Are any of your systems in the Cloud? Are you looking for a partner that can manage them? With AKA's Cloud Operations Managed Services, our Azure experts take those tasks off your plate, freeing your IT staff to focus on your business. If it's part of your infrastructure running on Azure, we can handle it. You get true, turnkey operations, outsourced to the experts.

## ABOUT AKA ENTERPRISE SOLUTIONS

AKA specializes in making it easier to do business, simplifying processes and reducing risks. With agility, expertise, and original industry solutions, we embrace projects other technology firms avoid—regardless of their complexity. As a true strategic partner, we help organizations slay the dragons that are keeping them from innovating their way to greatness.

