

Managed services

Proactively manage your asset so you can accelerate return on investment

What is managed services at Data Addiction?

Building a great solution is only the first step in the journey. Managing it on an ongoing basis is vital in accelerating return on investment and user experience

Our **managed services** capability is aligned to ITIL to manage incidents as they occur and proactively enhance solutions on an ongoing basis

Service operations

- Service request fulfilment
- Incident management
- Problem management
- Knowledge management

Ongoing base support

- Event management (monitoring)
- Release management
- Change management

Governance and account management

- Stakeholder management
- Resourcing
- Business development
- Commercial management

What can you achieve?

- Level 1, 2, 3 and 4 support for the incident resolution
- Integration with your help desk and existing support processes and governance
- Proactive maintenance on your business-critical applications
- Prioritisation of your enhancements and ongoing process improvements

What benefits can you expect?

- Control the risk of the performance and stability of your applications
- Govern these managed services as a natural extension of your existing support processes and governance
- Be made aware of imminent risks and initiatives that will enhance the experience of your users so you can make informed decisions
- Visibility and ongoing tracking of the performance of your applications

Why is it different?

- Focused on getting you maximum Return on Investment, not just incident management
- Integrates simply with existing support processes
- Simplifies your communication by posting into your Teams channels



Gold Data Analytics
Gold Data Platform

