Managed Services

Remove your organizations requirements to commit internal recources to implementing, maintaining and managing new processes

LEVELS OF SERVICE

RJR's Managed Service levels vary on their Basic, Plus or Premium level of performance and enable you to focus on your day-to-day activities rather than worry about the maintenance of your software. Managed Basic includes the administration and maintenance of your product to ensure it operates seamlessly at it's Basic level, whereas the Plus and Premium levels extend these services to the management of your requests, added features and extended functionalities.

Allow our trained and certified professionals to: ● Enhance your processes. ● Increase return on investment (ROI) by leveraging complete product utilization. ● Ensure all enhancements meet industry best practices.	**Managed Basic** RJR's Managed Basic service includes the administration and maintenance of your product, to ensure it operates seamlessly at its basic level of performance	**Managed Plus** RJR's Managed Plus service includes not only the administration and maintenance of your product but includes the management of your requests, added features and extended functionalities at its Plus level of performance.	**Managed Premium** RJR's Managed Premium service includes not only the administration and maintenance of your product but includes the management of your requests, added features and extended functionalities at its premium level of performance.
Action Items	**Managed Basic**	**Managed Plus**	**Managed Premium**
Change Report	Daily	Daily	Daily
Verification of backup for on-premise solutions only	Daily	Daily	Daily
Services running as required	Daily	Daily	Daily
Monitor of scheduled reports	Daily	Daily	Daily
Monitor of scheduled email functionality	Daily	Daily	Daily
Archiving	Yearly	Quarterly	Monthly
Staff-type Account creation	Weekly	Daily	Daily
Modification of existing assignment groups	Weekly	Daily	Daily
Maintenance of existing service automation	Weekly	Daily	Daily
Creation and maintenance of new and existing queries	Monthly	Daily	Daily
Modification of existing permission groups	N/A	Weekly	Daily
Creation of new permission groups	N/A	Weekly	Daily
Creation of new assignment groups	N/A	Weekly	Daily

Action Items	Managed Basic	Managed Plus	Managed Premium
Maintaining existing reports	N/A	Weekly	Daily
Creation of new fields	N/A	Weekly	Daily
Creation of new forms	N/A	Monthly	Weekly
Creation of new modules	N/A	Quarterly	Quarterly
Creation of reports	N/A	Monthly	Weekly
Modification of existing integrations /Web Services	N/A	Monthly	Weekly
Creation of new integrations	N/A	Monthly	Weekly
Minor product updates	N/A	Updates as released by Vendor and approved by RJR.	Updates as released by Vendor and approved by RJR.
Major product upgrades	N/A	N/A	Upgrades as released by Vendor and approved by RJR.
Daily SLA response time	4 Business hours	2 Business hours	1 Business hour
Daily SLA estimated time to completion	8 Business hours	4 Business hours	2 Business hours
Other SLA response time	4 Business hours	2 Busines hours	1 Business hour
Other SLA estimated time to completion	As per agreement	As per agreement	As per agreement
Customizable	No	Yes	Yes

We provide innovative, customized business process consulting, software implementation services and Level 1 bilingual support for multiple ITSM and DEM solutions and add-ons. We understand that in today's day and age, technology leaders are focused on transforming how IT operates. Digital transformation and automation are key elements in ensuring that most organizations keep up with how fast-paced both technology and information are consumed and delivered – at work and at home; on premise and in the cloud.