



## SUPPORT SERVICES

### Business Analytics Support Experts

Taysols is Australia's leading consulting, cloud and support partner for Business Analytics solutions.

Unlike many other support providers, we seek an active role in the ongoing enhancement of your system. Business Analytics solutions, by their very nature, need to be highly adaptive and evolve as the business itself matures and changes.

As such we work closely with you in providing guidance and, where applicable, design, test and deploy enhancements using an agile methodology.

Our helpdesk team, governed by a strict service level agreement, approaches your technical, application and business process queries in a pragmatic and outcome driven manner.

Effectively, our support organisation, in conjunction with your team, operates as your Centre of Excellence for Business Analytics solutions.

### Pro-Active Service

- ✓ Active management of Business Analytics deployments
- ✓ Immediate response to issues
- ✓ Quarterly Review meetings

### End-to-End Ownership

- ✓ Ownership of problems until understood and resolved
- ✓ Outcome driven approach
- ✓ Unparalleled understanding of the enabling technologies

### Breadth of Expertise

- ✓ Detailed technical assistance
- ✓ Business process support
- ✓ Managed services offering

### OUR SUPPORT CHOICES

#### HOURS OF SUPPORT

AEST Business Hours (8.30am-5.30pm)

AEST Business Hours & planned After-Hours Support  
24x7 Support

#### PRODUCTS TO SUPPORT

Financial Consolidation & Reporting

Budgeting, Planning & Forecasting

Business Intelligence

Big Data

Data Warehouse

Data Integration

#### SCOPE OF SUPPORT

Helpdesk, SLA, Vendor Liaison, Account Management

Issue Resolution

Ongoing Enhancements

Training

Technical Support

System Administration

#### PRICING MODELS

Base Fee for Helpdesk + PAYG for services

Managed Services Bundle for a flat monthly fee



“The expertise provided by Taysols has been outstanding. We view Taysols as a reliable business partner for the ongoing development, support and hosting of our Hyperion solution.

**Khanh Le Minh,**  
Finance Director, RMIT University Vietnam


**SUPPORT SERVICES** continued

**Taysols Support Services**

Our specialised support services include a Helpdesk (accessible 24x7), Support Services (wide-ranging technical, application and business process related assistance) and Training (developed and tailored to your needs) - all optimised for Business Analytics solutions.

We offer comprehensive, outcome-driven support services that maximise your investment by ensuring fast issue resolution, continuous solution improvement, relevant user training and best practise housekeeping.

Our support team speak your language, we understand business as well as technology and can pragmatically attend to any call.

Our strong relationships with partnering vendors such as Oracle and MicroStrategy allow us to address product related issues faster than anyone else and talk to the 'right' individuals to immediately take action, if required.

In short, our support services allow you to focus on your daily business, while we take care of the full spectrum of your support and training needs.

**TAYSOLS SUPPORT APPROACH**

Whether you are seeking to complement your internal team or wish to outsource the entire solution support function, we have the capability, capacity and experience to guide you through this transition.

The full breadth of our support and Helpdesk services essentially constitutes a managed services offering where we take care of all system administrative tasks, monitor services and usage, resolve issues, implement enhancements and support end users, system administrators and IT personnel.

<b>Helpdesk Services</b>	
Call Management (via our 24x7 Customer Portal: log calls, comprehensive ticketing system, dashboards, reports and real time SLA reporting)	✓
Service Levels (product-related or application-related issues), prioritised and taken ownership of	✓
Vendor Liaison (product-related problems are directly solved with the vendor)	✓
Account Management (quarterly meetings to review call history, compliance to service levels and upcoming enhancements)	✓
<b>Support Services</b>	
Resolution of application-related issues	✓
Design, Development, Testing and Deployment of Enhancements	✓
Business Process Support	✓
Technical Support	✓
System Maintenance	✓
Application Administration	✓
Monitoring, Patches, Release Cycle Management	✓
<b>Tailored Training</b>	
Training Development	✓
Business-relevant Material	✓
Training Delivery (on-site, online, classroom)	✓
<b>Coverage Add-on</b>	
After Hours Helpdesk Monitoring	✓
After Hours Support Services	✓