

# IT Support Services

*A Cost-Effective Team Approach to Application & Database Environment Support*

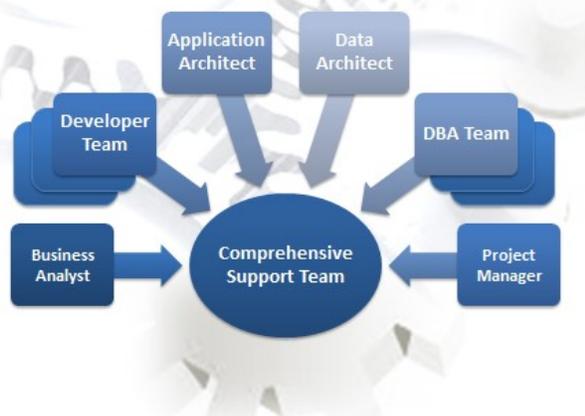
## Boost Efficiency *and* Cost Savings with an IT Support Team

### The Advantages of a Service Team Approach

Aspect can serve as a cost-effective, on-demand extension of your in-house IT resources, focused on making the IT applications your business depends upon more reliable and efficient, while also lowering your total IT spend.

- **Team Approach:** A senior architect/PM will administer your account and assign targeted DBA, developer and analyst resources, scaling up or down as your project load fluctuates.
- **Quick Issues Resolution:** A team can respond to multiple issues at once, and resolve issues in a shorter timeframe than a single resource.

- **Right fit Skills... When You Need Them:** Aspect will assign a resource familiar with your environment with the targeted technology expertise and skill level specific to your service request and budget. All services occur under the guidance of senior team members.



- **Managed Budget:** The team will provide on demand, as needed hours of support services each month. At the outset of the engagement, Aspect will work with client stakeholders to establish a monthly budget, and closely adhere to the block of hours that falls within the budget.
- **Less Cost/More Efficient than Single Resource:** A managed, as needed IT service team can cost less than a single resource, who cannot match the efficiency and varied skill level of a team in terms of IT spend v. tasks accomplished.

### Application Support

The team will prioritize & resolve incoming application issues & enhancements:

- **Application Issue Troubleshooting**
- **External Interface Troubleshooting**
- **Custom Software Solutions**
- **SharePoint Services**
- **Custom Interface and Reporting**
- **Application Performance Monitoring**
- **Requirements Gathering, Specs, Training, Documentation**

### Database Support

The team will set up monitoring and provide on demand, as need support for issues:

- **Database Monitoring**
- **Database Routine Maintenance**
- **Database Migration/Upgrade**
- **Backup and Recovery Services**
- **Performance Tuning & Capacity Plans**
- **Disaster Recovery Implementation**
- **Server Consolidation**
- **Security Best Practices**
- **Environment Documentation**



## Service Summary—IT Support Service Team

### Helping Our Clients Thrive *Client Success Stories*

Our goal is to provide IT services that give our customers a solid return on investment. Please read on for a sampling of our client’s recent successes.

#### **Aspect IT Support Team Clears Backlog of IT Initiatives**

**Challenge:** Understaffed IT Department

The client’s IT department was incurring a critical backlog of issues while seeking to replace two full-time IT resources after losing those resources to attrition.

**Solution:** Aspect IT Support Team Clears Issue Backlog

Rather than replace the full-time resources, the client engaged the Aspect Support Team. The client gained a **team of 5** IT professionals for as needed database administration, 3rd-party application support and custom development, data interface support, and SharePoint environment support for a monthly budget that correlates to **1.5 FTEs a month**. The Aspect team was able to clear the backlog of critical projects within 3 months of engagement.

#### **Smooth Transition to New Reporting Platform**

**Challenge:** Stalled Report Platform Transition

The client was seeking an additional IT resource to support the roll out of a new BI report initiative. The client’s budget allowed for a single resource, but the role required a disparate skill set, including specific BI toolset knowledge that was hard to find.

**Solution:** Smooth Transition with Rapid Development

Aspect’s team supplements the client’s IT staff by providing data modeling, dashboard design and development, and ongoing report environment support services for a monthly budget that correlates to the cost of .75 FTE a month. The team were designed, developed, and rolled out rich analytical Tableau dashboard swithin a rapid timeframe.

#### **Sales Operations Data Automation Improves Operational Efficiency**

**Challenge:** Sales Operations Data Volume Too Large to Manage

As the client grew, the amount of third-party vendor data processing was becoming too large for the client’s group to handle without additional resources.

**Solution:** Managed Automation Services in Hosted Environment

Aspect’s team supplements the client’s IT staff, performing all sales operations data loading and reporting support. The team implemented a cloud-hosted sales operations data warehouse for a fixed implementation fee. The client has access to their hosted data and utilizes the Aspect IT Support team for ongoing weekly data load monitoring and reporting support for a minimal monthly fee.

### Support Team Quick Facts

With this service model, a team of experts is cross trained to be familiar with your environment, and is always available.

- **Cross-Trained Team is** available on demand to assist with all facets of IT support.
- **Senior Level Guidance, Blended Rate Team** Less technical tasks can be delegated to mid to junior level team members for lower cost, all under the guidance of a senior level member. You get the right person for the task at the best rate.
- **Pre-Determined Budget** You get an entire team of seasoned IT experts with a wider range of technical skills than a single resource, at a monthly rate that you can afford.

*“The team and especially the CEO and CFO were glad to see the rapid progress to implementation of all of our reporting initiatives ....”*

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