PowerShell As A Service (PSaaS)

The Problem

Purchasing product support from vendors, to assist when products malfunction, is generally easy enough and for problems using these products one can generally acquire consultancy either direct from the vendor or via an accredited/qualified partner but this can take time to source, sort paperwork and get dates booked into diaries. This is not great when the product you require assistance with has become mission critical such that delays in rectifying problems, whether conceptual, functional or performance, have a monetary cost directly linked to them. The problem is further amplified when the "product" is a programming language such as PowerShell since this does not generally fall into the category of product that consultancy companies have in-depth expertise in unlike traditional products like Microsoft Exchange, SQL Server, Citrix, or even programming languages like C++, C# etc.

There is also the issue of training and mentoring of employees who wish to improve their PowerShell skills where training courses are as a rule run by trainers who just view it as yet another product in their portfolio but lack the in-depth, hands-on, experience that a practising product specialist would have. Couple this with the fact that the training courses are generic "how to program" ones rather than "how to solve Company X's issues via PowerShell". Even if any employee has a positive experience from training and starts to be productive, unless there are better skilled PowerShell capable colleagues available to assist them, it will be difficult for the person to know if what they are producing is optimum, robust, maintainable, etc. Larger organisations having teams of say C++ or C# developers who will often undertake code reviews so one person can benefit from the collective experience and knowledge of their peers which obviously cannot be done when the team consists of one or two people who are learning organically.

Possible Solutions

There are many public forums available that have PowerShell "experts" watching over them, ready to offer advice and solutions, but there are no Service Level Agreements for these, no guarantee that there will be any responses and those responses could even contain dangerous suggestions, be misleading or plain wrong. Add to this that one has to make public one's problem which may be embarrassing to the company or reveal their ideas to competitors.

AI can of course help, both in generating scripts from scratch and for troubleshooting them but if you do not have obvious issues or AI cannot identify or rectify them, how do you fix them and the ones that have not happened yet because "vibe coding" is not without its problems, especially in the areas of security and performance. That is of course assuming that the code is correct to start with!

Another solution is to find, by word of mouth, peer recommendation, etc a company that is able to provide support for PowerShell code but then one has to enter into contractual negotiations even before resources can be booked let alone made available.

Additionally, one may consider recruiting a proven full-time PowerShell expert but this could turn out to be an expensive investment, once a suitable candidate is located and interviewed, if that person is not fed with sufficient projects to keep them productive and maintain their interest in the role/company. Unless recruitment is handled internally, there will also be recruitment agency fees which are usually not insubstantial.

A Practical Solution

Secure Platform Solutions specialise in PowerShell and have been successful in doing so for over seven years, mostly to software vendors to enhance and bridge functionality gaps in their products.

A number of packages are available where each contains a number of remote hours per month, starting with eight hours, where those hours can be used with fifteen minute granularity so could be a short email question that may only take fifteen minutes to comprehend and answer or it could be to perform a code review, troubleshoot an issue, advise on improvements, write or improve a script, train, etc which generally take longer but will still be turned around promptly.

Same business day responses are available but use double time as in each hour of assistance uses two hours of the monthly quota.

All work is undertaken under NDA where any remote access would only be through a screen sharing session hosted by the customer, which may be recorded if desired.

This solution allows the customer to have quick, direct, access to acknowledged PowerShell experts without the expense of having to employ them full time.

Pricing

The base eight hour/month package is USD $1399/month with discounts available for paying for one or more years in advance. Higher numbers of hours are available where the equivalent hourly rate is reduced compared with the base package.

Testimonials

Available upon request.