# On Demand Support Services

**Atidan has developed a flexible, scalable and on demand support service offering that fits into today's complex and fast-moving IT and business environments.**

<u>Key aspects of our offering:</u>

1. **On Demand** availability of expert engineering resources who are familiar with your entire solution including dedicated program management.

2. Comprehensive **proactive** & **reactive** support, administration and maintenance services.

3. Complete management of the **software development lifecycle** including Code Management, Testing & Quality Assurance, Documentation and Change & Release Management.

4. **Infrastructure** support including Monitoring, Security & Operations.

5. **Predictable** budgeting through a subscription model along with service levels that you can count on.

## Bronze, Silver and Gold Support Offerings

For enterprise clients, Atidan has developed two tiers of our support offering:  **Gold** for mission-critical enterprise applications and infrastructure with 24 hour coverage and **Silver** for business hour coverage for strategic applications.  **Bronze** support is available for hosted or shared Microsoft technology applications such as hosted SharePoint or Microsoft BPOS Online Services.

All of our support agreements are **customized** for each and every client engagement and include dedicated program management and proactive support services designed to fit your infrastructure, operational requirements, client/customer/partner applications and budget.

|  | Bronze For Hosted | Silver | Gold |
|---|---|---|---|
| Coverage Period | 8AM – 8PM Eastern X 5 | 8AM – 8PM Eastern X 5 | 24 hours X 5 |
| Response Time | 2 hours * | 1 hour for critical | 15 minutes for critical |
| Support Channels | Email, voice | Email, voice | Online Help Desk Portal, email & voice |
| Health Check Service | On demand* | Monthly | Bi-weekly |
| System Monitoring & Maintenance | N/A | On demand | Mission Critical |
| Technology Architecture / Roadmap | Yearly Review | Twice Yearly Review | Quarterly Review |

## Third Party Solutions and Tools

Atidan supports a number of best-in-class third party tools and solutions surrounding the Microsoft platform including:

• SharePoint Solutions including workflow, search, social networking, etc.
• Business Intelligence including reporting and analytics
• .NET Custom Applications
• SQL Server & Data Warehousing
• BizTalk Server and application integration
• Office Suite – including SharePoint Designer, Visio, Infopath, Project, etc.
• Microsoft Online Services – and Azure Cloud computing
• Security and infrastructure
• Operational Support & Monitoring

**If you already have a solution in place and need better support or if you are looking to meet new business challenges Atidan's Support Service can help!**

AvePoint®    KnowledgeLake    NINTEX

metalogix    ::fast    tableau

## Supporting Your Infrastructure

There is no longer a 'one size fits all' approach to technology infrastructure. Atidan recognizes the challenges facing our clients to deliver highly reliable, scalable, secure and high performance solutions.

Our support model covers infrastructure hosted within your firewall, located at a dedicated hosting company or living in the cloud. Atidan has partnerships and experience with several leading service providers and we have worked extensively with intranets, extranets and internet sites.

Windows Azure    Microsoft Online Services    peer1    amazon.com and you're done.

Contact the Atidan team at sales@atidan.com or call 1-866-856-8329 for additional information.

atidan™