

ONPOINT Service Offering

Outcome Focused People Driven

What is ONPOINT?

ONPOINT is a low-risk and low-cost ITSM Solution designed to improve adoption, increase consumption and add continuous value to your HP Software.

ONPOINT is...

- ▶ End-to-End management of your IT Management Software
- ▶ Focused on the results you need
- ▶ A monthly OpEx subscription

ONPOINT is not...

- ▶ Hourly consulting
- ▶ Traditional outsourcing
- ▶ Affected by attrition

ONPOINT is the most scalable and flexible way to provide rapid enhancements across your entire HP Portfolio – while being highly responsive to the enablement needs of your end users.

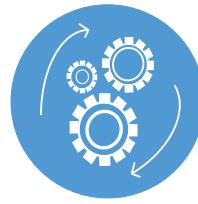
How does ONPOINT work?



You request an enhancement from the OnPoint Service Catalog.



A collaborative process begins where the objectives of your request are discovered and



While you handle your day-to-day, OnPoint fulfils your request.



Your enhancement is delivered with live enablement.

Results

Increased User Satisfaction

Increased User Adoption

Reduced Total cost of Ownership (TCO)

How will ONPOINT add value to your investment?

Increase adoption and enablement



- ▶ Tailored communication and fulfilment processes enable your team and enhance their capabilities.

Low predictable cost



- ▶ 30 to 50% less expensive than traditional service models.
- ▶ Monthly, firm fixed price (OpEx)

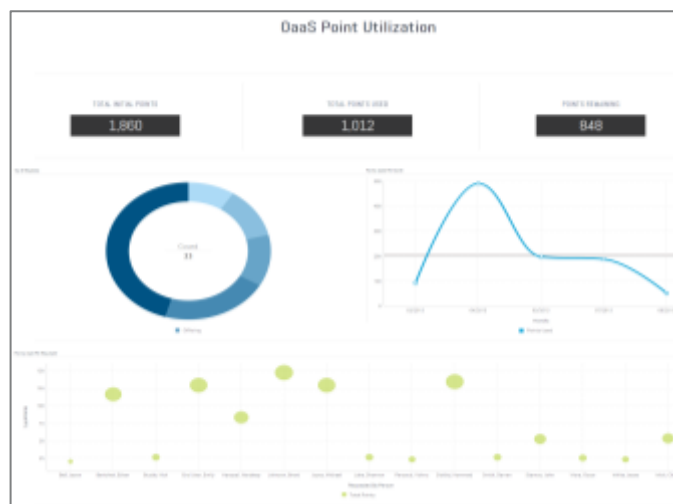
Reliable and responsive service



- ▶ Long-term Sustainability
- ▶ Predictable Outcomes
- ▶ User Loyalty

Scheduled and On-Demand Reporting

ONPOINT provides reports to help clearly convey system health, up-to-the minute usage, and trends for consumption and predictable problem areas.



Want to learn more what ONPOINT can do for you?

Contact us at onpoint@intact-tech.com