

Introducing ONPOINT

A New Way to Achieve Value From Your Enterprise Software

ONPOINT is a revolutionary outcome service solution that helps you maximize the value of your software and help you achieve business outcomes, not just technical requirements.

ONPOINT reduces the cost and risk of ownership, enables unprecedented flexibility and cost control, and delivers not merely services, but *outcomes*.

What can you expect?

- ▶ Substantially faster time to value for the software you own
- ▶ Expert help adapting to changing business needs and technical demands
- ▶ Managed costs and predictable Opex investment without the need for *any* additional Capex investment
- ▶ Help with communicating to business leaders the value that technology, and the professionals who manage it, deliver for your organization

It's not hourly consulting or a traditional outsourcing approach. It's a whole new way to manage, enhance and optimize your IT investment that is focused on the outcomes you need.

Manage, Enhance, Optimize

We **Manage** your day to day IT operations. We **Enhance** your IT capabilities. And we **Optimize** your IT tools.

Manage

We'll manage your IT tools to ensure better performance and availability from your software. That includes an extensive set of administrative tasks, such as:

- ▶ Create, remove, and modify users
- ▶ Password resets
- ▶ Modify and generate reports
- ▶ All daily software maintenance, including daily integration and log checks, and issue remediation
- ▶ Support for your disaster recovery plan
- ▶ Patch analysis and software updates
- ▶ Participation in project planning and status meetings
- ▶ Maintenance of configuration documentation
- ▶ Privileged-access and user-entitlement reviews
- ▶ Incident and problem management to resolve issues as they arise
- ▶ Code migration during software updates and upgrades, with end-to-end support from development to production

And much more. With ONPOINT, you can be assured that your IT toolset will always perform exactly as it should – or better.

Enhance

Software should continually improve to meet changing business needs and growing demand. With ONPOINT, your software becomes a living piece of your business, with new features, improvements, and capabilities to meet new business needs. You'll get:

- ▶ An annual rollout and enhancement plan so you know and can anticipate the next steps
- ▶ On-demand access to more than 200 enhancements, all listed in our easy-to-understand service catalog
- ▶ Continual user adoption and enablement, so you grow your user base
- ▶ Unlimited support for end users, putting an end to user frustration when they can't figure out a process or confront a broken tool
- ▶ Enhancements designed, built, and tested by Intact so they're mission-ready on Day One

Optimize

A successful IT implementation requires a commitment to conveying the benefits of new software across the enterprise. ONPOINT will help you achieve that with the following benefits:

- ▶ A communications plan that spells out the objectives of your software and how your enterprise will see the maximum benefit from its use
- ▶ Twice-a-year product advisories that update you on any significant changes to the tool
- ▶ Assistance to ensure you have the most current version of your software
- ▶ Facilitated training sessions by experienced IT trainers
- ▶ On-demand access to one of our skilled managing consultants
- ▶ A trusted partner that will offer expert advice on which technology enhancements your enterprise needs to meet its mission, not try to sell you anything you don't

For more information contact us at onpoint@intact-tech.com