

What are Managed Services?

Open Sky Group specialists work with you to ensure you're getting optimal system performance and productivity from your installed warehouse, labor, and transportation management system, as well as Blue Yonder Integrator. Managed Services includes application management and support, infrastructure performance management and monitoring, and continuous improvement.

Are you short on IT staff? Looking for Tier 1 supply chain software expertise you may not have in-house?

How does Managed Services help address those issues?

- We resolve issues quickly and ultimately have your system experience less downtime by fixing the root of the cause.
- We assist with technical issues within your Blue Yonder environment and servers, as well as server and database configuration and overall performance management.
- We collaborate and offer support with Blue Yonder as a single point of contact, opening & managing cases.
- We provide system maintenance offering enhancements, cumulative patches, hotfixes, and lead change management.
- We work to provide health checks and monitoring, resolving unhealthy situations to avoid outages.

What will you get from Managed Services?

INFRASTRUCTURE

- Disk capacity monitoring and review
- SQL long-running jobs
- Blue Yonder-specific server and database configuration guidance
- Index and statistic reviews
- Application and database services monitoring
- Monthly site reviews by phone
- Annual on-site reviews

SUPPORT

- 24x7 critical system down issues
- Production-based issue resolution
- Answers to questions about non-deployed system capabilities
- Production-specific, solution performance issues
- Application of rollouts and customer cumulative patches
- Production system & archiving health monitoring
- Job error reporting
- Closed loop support for Blue Yonder application-related issues
- Minor changes to existing personalization or reports
- Guidance on how to configure a feature, enable a validation, and what changes a specific setting may impact

Managed Services SLAs

| Incident Severity | Initial Response | Initial Resolution Time | Final Resolution Time |
|-------------------|---------------------|-------------------------|-----------------------|
| Urgent | 30 Minutes | 2 Hours | 5 Business Days |
| High | 60 Business Minutes | 4 Business Days | 10 Business Days |
| Normal | 1 Business Day | 5 Business Days | 30 Business Days |
| Tasks | 2 Business Days | 5 Business Days | 30 Business Days |

Open Sky Group By The Numbers



Open Sky Group's talented consultants use their deep experience and skills to make sure you get the best possible results whether that's on-premise or in the cloud. With offices in the U.S., UK and Australia, Open Sky Group resources are based in key cities and across the world. Operationally focused and committed to consistent core teams during implementations and upgrades, Open Sky Group strives every day to be the best supply chain consultants on the planet.

Select Open Sky Group Clients

