

Managed Services

Let Open Sky Group Managed Services free up your team to focus on your strategic projects while improving their work-life-balance.

Open Sky Group's specialists work with your team to ensure optimal system value and staff productivity from your installed supply chain execution systems. Managed Services includes application and infrastructure management, support, and monitoring which guides continuous improvement.

- Quick issue resolution and root cause analysis resolves issues quickly and ultimately reduces system downtime
- We collaborate with your system vendors providing a single point of contact
- We provide health checks and proactively resolve issues before they become an outage

Assistance with technical issues within your technology solutions environment and servers.

System maintenance offering enhancements, cumulative patches, hotfixes, and change management.

Customized training and support, specific to your version of warehouse, labor, or transportation management software.

Benefits of Managed Services

Open Sky Group's Managed Services assist with technical issues within your supply chain environment and servers, as well as server and database configuration and overall performance management.



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

- Understanding your operations in real-time by recommending and developing improved KPIs
- 24x7 critical system down issues
- Production-based issue resolution
- Answers to questions about non-deployed system capabilities
- Minor changes to existing personalization or reports
- 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

Awards & Recognition

Open Sky Group's talented advisors leverage their deep experience and expertise to make sure your operation runs effectively and efficiently. With offices in North America, Europe, and APAC, Open Sky Group experts are based in key cities across the world. Our supply chain technology consultants strive to be leaders in our industry and we're proud of what we do.



OSG By The Numbers

100+

📍 | Solution deployments in the last two years

7X

📍 | Award winner, INC 5000, fastest growing private companies

100+

📍 | Supply chain engagements since 2006

11X

📍 | Award winner, SupplyChainBrain Great Supply Chain Partners



9X

📍 | Award winner of Food Logistics' FL 100+

20+

📍 | Average years of Senior Advisors' experience

9X

📍 | Named to SDCE's Provider Pros to Know since 2018

100+

📍 | Supply chain experts globally

OUR CLIENTS

Brands We Have Elevated

Matson
LOGISTICS



SmithFoods

