

**Consist Software Solutions**  
**We Are Looking After Your Software!**

***Consist Managed Services***

**CONSIST**  
Business Information Technology



***IT that works.***

# Managed Services

■ **Gain More Flexibility!**

## Managed Services as a Strategic Solution

You gain significant freedom by transferring application and system management based on any technology to Consist. Pragmatic, with custom scalability, and transparent at any time!

Our years of experience prove our reliability.

## Typical Tasks

There are generally two scenarios in which responsibilities are transferred:

- either for all services related to a given subject (such as management of specific applications), or
- for selected cross-sectional tasks independent of the subject (such as system operations, integration tests, or incident management).



*Reasons for Managed Services*

## Gain More Flexibility! ■

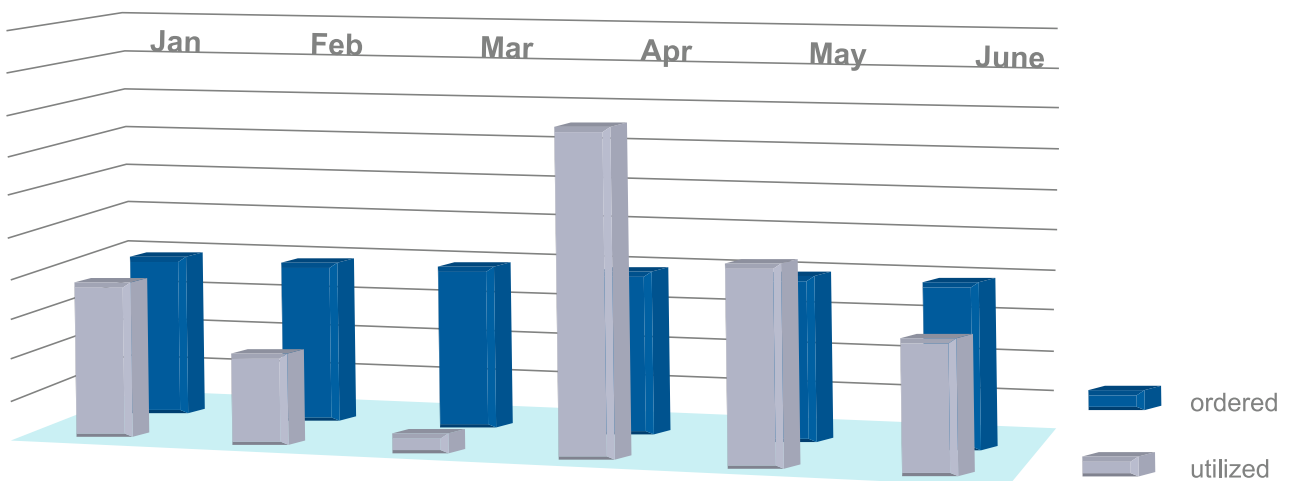
### Our Contingent Principle

Our contingent arrangement ensures that you only pay for services when you truly need them. This approach is particularly successful in the maintenance and care of legacy applications and system environments. The basis is defined by an agreed average monthly contingent for a fixed monthly fee. That gives you **budgeting reliability**.

**Flexible usage** is independent of that – you only use what you actually need. In particular for smaller maintenance subjects, you gain a lot of flexibility, benefit from synergistic effects, and ensure **scalability** to offset peak loads.

We organize replacements for employees on vacation or bottlenecks in case of illness. Extended stand-by availability is optionally provided as required.

Extensive reporting using our ticket and service tracking system as well as proactive controlling by a personally assigned service manager ensure transparency and clarity in this process. The amount of the agreed-upon contingent is checked on a regular basis and mutually updated as needed.



Flexible usage of hourly contingents

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## The Operating Phases

Our procedure for the introduction of Managed Services comprises different phases.

During **clarification** of the agreement, we bring together the optimum team for you and prepare them from a technological standpoint.

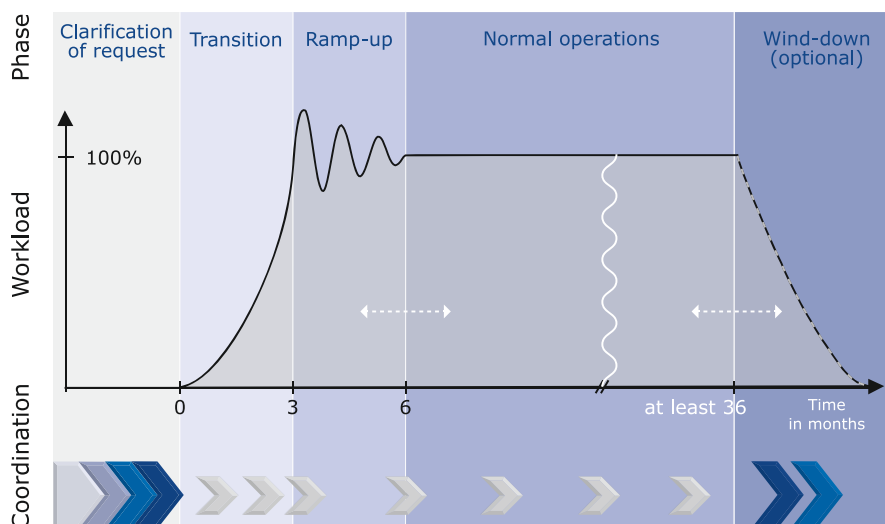
The **handover phase** takes place at your facilities in the two phases of the „shoulder method“: First, our team watches over your shoulder – then we switch places. We recommend this approach to avoid lengthy theoretical handovers. During this accompanied practice, business know-how can also be transferred. This procedure lets us take responsibility for even the most complex subject after only three months.

During the **ramp-up phase**, the cost and performance levels we found mutually appropriate can be adjusted or, if necessary, the scope or division of work and the Service Level Agreement (SLA) can be aligned.

In the subsequent **normal operations**, Consist handles the tasks completely on the basis of the SLA. Managed Services are largely performed remotely, in some cases using nearshoring.

Managed Services are process-oriented:

- You benefit from our standard processes and best practices.
- We integrate your individual processes seamlessly.
- Agreed-upon processes are documented and are updated continuously.
- Processes provide a high level of transparency and support scalability by bringing new staff up to speed more quickly.



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