Support Services
Remote Managed Service

✓ Outsource technical management

✓ Preventive en reactive management

✓ Best Practices, tips & tricks from experts

Is the daily management of your data platform a burden on your team? Are you looking for a cost-efficient way to maintain your platform? Does your team focus more on the business rather than platform maintenance? We are happy to relieve you of your concerns!
With our Remote Managed Service we manage your data platform on a daily basis. We use our years of experience and regularly give recommendations, tips & tricks.

With our Remote Managed Service we take over the technical management of your platform. We ensure that the environment is available and possible disruptions are resolved as quickly as possible. Before we start we will check your current environment. If anything requires action, you can do this yourself or use the expertise of our consultants.

Preventive
We like to live by the principle that prevention is better than cure. Our preventive management ensures that potential problems are addressed before they become visible. Every day we check crucial systems and ensure that adjustments are made where necessary. Our goal is to keep your environment available during office hours. Every two weeks we deliver a report with our findings to inform your organization. To make sure you are informed about what has happened. We also visit you on a regular basis to discuss more complex matters personally. Our findings and advice for a more efficient use of the environment are then

shared. Every quarter a strategic management meeting takes place to guarantee the quality of the service.

Reactive
Of course, we will also respond ad-hoc to situations in which the environment no longer functions correctly. This can be a manual action or an alert from the platform that requires action. We monitor your environment on critical values. These alerts are pushed directly into our ticketing system, our Managed Services department takes it from there and resolves the problem. This way you benefit from your platform, but you do not have to worry about technical management.

Want to know more?
Contact our experts!