

# Professional Service Packs

## Operate & Optimize

### Scale Support Capabilities on Demand

- Accelerate important projects and response to business demands
- Achieve results without adding headcount
- Refocus teams on strategic goals that drive the business
- Gain access to experts with diverse skill sets that may not exist in-house
- On-time project completion driven by experience, proven processes, and focus
- Flexible purchase models enable budgeting and service customization
- Economical alternative to typical in-house and outsourcing approaches

In today's increasingly competitive and fast-paced business environment, IT and business units face unprecedented demands and challenges. To support growth and the ever-changing needs of the company, they must constantly innovate. Too often, however, valuable resources are consumed with day-to-day operational responsibilities, leaving little time to take on strategic initiatives that move the company forward. In other cases, resource-challenged teams lack the engineering and application expertise needed to support the rapidly evolving technologies that the business relies upon.

IT and business units need a solution that empowers them to successfully support the operation and optimization of vital technology assets to drive business results.

### Lifecycle Services Tailored to Unique Needs

ShoreGroup Professional Service Packs provide the means to overcome staffing and skill set deficits while meeting the growing demands of the business. It also equips IT and business units to make the most of technology over its lifecycle. This is accomplished by accelerating operate and optimize projects, maintaining high service availability, and expanding business value through the realization of strategic goals.

#### Supported Technologies

- Collaboration
  - Unified communications
  - Unified contact center
- Enterprise networks
- Cloud
- Data center
- Security



Professional Service Packs deliver much more than technical assistance. They power a valued relationship with expert ShoreGroup engineers that understand your business, team, and goals. You'll have on-demand access to the experience, knowledge, tools, methodologies, and best practices that drive on-time project completion and success.

Our services portfolio spans the complete technology or cloud subscription lifecycle. It includes standardized services for common activities, and extends up to fully-customized engagements that target unique business requirements.

## Scale IT On-Demand to Address Initiatives

### Operate Services

Operate Services maintain the health and availability of critical business systems and applications.

Examples include:



- Moves, adds, and changes (MACs)
- System and application support
- Problem management
- Change management
- Release management
- Capacity planning
- Security assessments

### Optimize Services

Optimize Services improve mission-critical systems and applications to increase business value.

Examples include:



- System and application upgrades
- Business and application consulting
- Assessments and audits
- Strategic, transition, and migration planning
- Business process re-engineering
- Technology adoption support

## Easy to Acquire, Use, and Manage

Professional Service Packs are easily acquired and used in conjunction with other ShoreGroup managed services or on a stand-alone basis. They are purchased in advance in a size that aligns with anticipated usage and are renewed as needed. This streamlines access by eliminating the need to budget for and purchase services individually. Clients decide what, when, and where services are delivered, and their account is debited as hours are consumed.

All services are requested and scheduled through the ShoreGroup Service Desk. When purchased in conjunction with Customer Success Managed Services or ShorePatrol Managed Services, a customer success manager is engaged to oversee the relationship to optimize the value that clients derive from it.