

# SPM MANAGED SERVICES & SUPPORT

Partner with a team of experts that will take you from simply managing your solution to innovating with it!

InnoVyne's SPM Managed Services are designed to support our customers' SPM operations with optimized solutions and increased team productivity. From routine system administration to functional and technical support, we provide expert post-go live services & support for all sales performance management needs.

As a trusted partner with Canadian and US operations, we help mitigate common risks and challenges, rapidly increase solution ROI and add lasting value to the organization. Our comprehensive and flexible offering provides the freedom to choose the level of support our customers need, whether it is a few hours of expert advice, long-term committed resources, or something in between.

## THE INNOVYNE ADVANTAGE

### TRUSTED PARTNER

You are backed by an operations team with a sole focus on your needs and success metrics.

### TRANSPARENCY

24/7 access to view our activities, progress, communications and documentation.

### END-TO-END SUPPORT

We support all your system, solution and process needs, so you can focus on your business goals.

### COST-EFFECTIVE

Predictable low-cost support packages designed to enhance existing solutions and teams.

### FLEXIBILITY

Monthly subscription options include expert support from a few hours to committed resources backed by SLAs.



"In our SPM journey, InnoVyne is the first team to think through possibilities when designing the system. In addition to bringing best practices to the table, InnoVyne worked with us to design and implement a solution that considered our future roadmap, business requirements and what-if scenarios. Moreover, the system is now much more powerful in terms of the automation and especially how it handles scenarios. We now have the ability to add new scenarios, something we had been lacking before we met InnoVyne."

- Ingram Micro



# WHY CUSTOMERS PARTNER WITH INNOVYNE

## I WANT A DEDICATED TEAM FOR DEPLOYMENT AND SUPPORT

An experienced services partner with dedicated resources adds peace of mind when managing your operations. Our team becomes acquainted with your personnel, business processes and system needs.

- A dedicated team of experts including a technical lead and configurators that work with you in close continual contact
- Engagement manager and project coordinators to drive a proactive and guided engagement with defined processes and governance
- Coaching and enablement for your system administrators
- Overcome high workloads and time constraints, and rapidly raise team efficiency and productivity by working with our experts as an extension of your team

## I AM STUCK AND NEED IMMEDIATE ASSISTANCE

No fuss. Easy onboarding. Quick resolutions. Rely on us to keep your solution moving forward and deal with any unexpected roadblocks, so you can remain focused on moving your business forward.

- Certified support professionals with quick response times and fast results
- Benefit from readily available support in case of unforeseen questions or needs
- Cloud-based activity tracking for complete visibility, easy management, and reporting
- Flexible add-on services to assist with specialized skills and complex issues

## I WANT TO MAXIMIZE THE RETURN ON MY SPM INVESTMENT

Whether you've recently acquired your SPM solution or have upcoming business demands, let us help you define a roadmap and strategy to optimize your solution, increase user-adoption and drive desired success outcomes.

- Trusted consultants with in-depth knowledge of your industry and needs
- Partner with domain and technology advisors to comprehensively address existing needs and proactively plan for possible future business needs
- Enhance your platform with advanced data-analytics and AI solutions

### ADMIN RELIEF PROGRAM

Technical resources & aid for your administration team's activities and needs.

### PERFORMANCE TUNING

Tune the workload and critical processes of the system for a more efficient solution and to reduce the risk of missing critical timelines such as payroll.

### RELEASE MANAGEMENT

Establish a process for continuous minor and major improvements. Maximize end-user satisfaction and system administrator's agility.

### TRANSITION TO CLOUD

Simplify your bridge-to-cloud transition. Our streamlined process connects your people, systems, and agenda - all aimed at delivering a smooth transition.

# SUPPORT PACKAGES

CATEGORY	COMPONENTS	BASE	ADVANCED	PREMIUM
<b>SPM KNOWLEDGE-BASE</b> Unlimited access to readily available and comprehensive support resources ranging from simple to advanced SPM topics.	FAQs and User-Guides	X	X	X
	Instructional Videos & SPM Expert Pro-Tips	X	X	X
	Access to InnoVyne's Client Portal	X	X	X
<b>ON-DEMAND EXPERT SUPPORT</b> Technical & advisory support as and when required for issue resolution, best practice recommendations & SPM platform management post-implementation.	Ask an Expert	X	X	X
	Configuration Support	ADD-ON	X	X
	Service Level Agreement (SLA)		STANDARD	PRIORITY
	Extended Services		ADD-ON	ADD-ON
<b>PROJECT MANAGEMENT &amp; GOVERNANCE</b> Proactive and dynamic management of all your SPM activities. Benefit from a consistent and optimized delivery process tailored to your needs whilst reducing your administrative overhead and associated risks.	Activity Planning & Release Management		X	X
	Progress & Performance Reports		X	X
<b>SPM NEXT</b> Expert guidance to help align future SPM plans with long-term business objectives, continually implement best practices & optimize solution performance to achieve desired success outcomes.	Product & Feature Recommendations			X
	Roadmap Planning			X
	Change Management			X
	Solution Health Check Report			X
	Audit Compliance Report			X