MINDSTREAM® APPCARE

Application Managed Services

Worry-free IT, while providing exceptional application experience for business users.

AppCare Managed Services by MindStream Analytics will take your organization from traditional "break/fix" consulting services to transformational application managed services. AppCare Managed Services helps you reap the full benefits of your business analytic application investments and lowers IT operating costs.

Business Analytic solutions, by their very nature, need to be highly adaptive and ability to quickly evolve as the business matures and changes. These needs come with challenges.

Challenge 1: Managing and maintaining complex enterprise IT platforms such as Business Analytic suites can tax even the best IT departments, stretching resources thin and often causing administrators to "make do" instead of committing precious time and effort to performing every upgrade. The result can be steadily decreasing efficiency and a diminishing return on investment.

Challenge 2: Specialized skill set. In fact, it is nearly impossible to expect one-person to have all of the requisite skills that come into play for managing those ever changing, evolving solutions.

MindStream AppCare is your go-to partner in providing the necessary support for your Business Analytic solutions, we're there to play an active role in the ongoing enhancement of your system, work closely with you to provide guidance and, where applicable, design, test and deploy enhancements under an agile methodology.

MindStream understands that return on investment for Business Analytic solutions are greatly enhanced by having the right people, process, and support – *no matter where the business is located.*

AppCare Support, in conjunction with your team, effectively operates as a *Centre of Excellence* for your Business Analytic solutions. The Global Support Portal provides a simplified call logging wizard, and enhanced reporting capabilities including real-time dashboards displaying adherence to service levels. Clients can interact with the portal for all their Business Analytics matters, not just to report issues - support portal is also mobile friendly, so you

ABOUT MINDSTREAM ANALYTICS

MindStream Analytics is a leading Consulting and Managed Services provider. We are committed to helping growth-oriented midsize and large organizations acquire, implement, host, manage and support Enterprise Performance Management, Business Intelligence and Analytic solutions.

MindStream Analytics uniquely offers integrated services for leading technology providers such as Oracle, IBM, Anaplan, CXO Cockpit, Lavastorm and others.

At MindStream Analytics, we believe in the power of connected data. We understand the data supply chain from where it begins to the various ways it can be consumed. No matter the data source, it does not matter - we get it and more importantly, we know how you should use it.

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800.497.0151
www.mindstreamanalytics.com

are up-to-date while on the go! The full breadth of our support and help-desk services provides a managed services offering where we take care of all system administrative tasks, monitoring and usage services, resolve issues, implement enhancements and support end users, system administrators and IT staff alike.

SUPPORT SERVICES
Local and Global presence

AppCare Managed Services support team is there to help you build, manage and secure your infrastructure no matter the time of the day or location. We offer various support coverage models such as local and global 24x7 -- We're there to help you differentiate your business through the highest quality of service and availability.

HOSTING
IBM SOFTLAYER: A different kind of data center

Cloud is not a commodity. And no matter what you call it, computing doesn't come out of the sky. It comes from physical hardware inside brick and mortar facilities connected by hundreds of miles of networking cable. And no two clouds are built the same way. Our Partner, IBM SoftLayer gives you the highest performing cloud infrastructure available. One platform that takes data centers around the world that are full of the widest range of cloud computing options, and then integrates and automates everything. MindStream can work with you in designing the right infrastructure for your organization, and one that's scalable for the future.

MANAGED INFRASTRUCTURE
A single source for hybrid IT infrastructure management

Your ability to compete suffers when you try to maintain critical systems while simultaneously launching new services without the right in-house manpower or expertise—especially when considering the complexity of today's IT deployments where services span on-premise, collocated, hosted and cloud environments. As a result, businesses face the increased risk of downtime and service outages, which means lost revenue, and dissatisfied business users.

At A Glance

✓ *Reduce IT total cost of ownership —*
We can help you run your IT systems more cost effectively to respond flexibly to the evolving needs of your organization.

✓ *Lower risk —*
Our industry-leading application management methodology and access to experienced industry consultants can help you establish fixed, predictable IT costs over time.

✓ *Improve performance —*
We work with you to build productivity and encourage efficiency with transparent and tailored reporting and metrics.

2015 MindStream Analytics Named
Top 501 Managed Services Provider

MSPmentor
The Ultimate Guide to Managed Services