

Integration Support

Maximise uptime and streamline support with Adaptiv's comprehensive integration solutions.

"Adaptiv's culture of engagement and professionalism, their deep knowledge, and willingness to offer advice and beyond, have been a hallmark of our relationship over the years. The trust and respect we have for Adaptiv is built on their legacy of outstanding delivery for PlaceMakers." - Mark Phillips, GM of Technology for the Distribution and Concrete Divisions, Fletcher Building Group

What is this offer about?

'Adaptiv's Integration Support' encapsulates our commitment to exceptional client support across a variety of integration platforms while incorporating ITIL and ITSM best practices. With over a decade of expertise, we've equipped a broad range of sectors—from SME's to global enterprises with robust Tier 1 to Tier 3 support. This datasheet details our service offerings for critical integration platforms such as Boomi, MuleSoft, Azure Integration Services, Solace, and BizTalk, emphasising our tailored approach to enhance system health and efficiency while optimising support costs.

Ideal customer profile

Challenge 1: High Operation Costs:

- ▶ Businesses face significant pressure to minimise operational expenses without sacrificing quality or efficiency. This includes the costs associated with maintaining IT infrastructure, securing data, and providing continuous support services. Effective management of these costs requires strategic outsourcing and optimisation of support services to achieve a balance between cost and performance

Challenge 2: Technological Adaptation

- ▶ Adapting to rapid technological changes is crucial for maintaining competitive advantage. This challenge involves integrating cutting-edge solutions into existing systems without causing disruptions, requiring a support service that is both agile and knowledgeable about the latest technologies. Continuous education and updates are essential to ensure seamless integration and operation.

Challenge 3: Resource Allocation

- ▶ Efficient allocation of internal resources is a key challenge, especially for businesses with limited technical expertise or support staff. Companies need to focus their in-house talent on core business initiatives while outsourcing routine or specialised technical support tasks. This necessitates a support provider that can offer flexible, scalable solutions tailored to the company's specific needs and growth plans.

Security and compliance

At Adaptiv, we understand the critical importance of adhering to the highest standards of data security and regulatory compliance. Our support services are designed to ensure your integration solutions not only meet but exceed industry-specific compliance requirements.

With rigorous security protocols and a proactive approach to risk management, we safeguard your data and systems against evolving threats, giving you peace of mind in a secure, compliant operational environment.

AT A GLANCE

COST EST: Services commence from \$2,000 p/m

- ▶ Additional service charges apply for 24/7

DURATION: 2-3 day health check, on-going

DELIVERABLES:

- ▶ Support Integration Plan: Documentation for seamless integration support, monitoring management of the environment.
- ▶ Health Check: To identify any further risks.
- ▶ Risk Reduction Assessment: Recommendations for enhancing system health and reducing support costs.

BENEFITS:

- ▶ Customised Support: Higher business service availability and increased end-user satisfaction.
- ▶ Efficiency and Uptime: Ensuring maximum system uptime with proactive health checks and monitoring.
- ▶ Avoid project delays: Free your development teams to focus on projects.

Adaptiv's Engagement Model

If you want more information on our support offerings, please contact us to discuss your needs. From a simple lights-on service to a fully catered 24/7 support agreement, we can tailor our services to your requirements and are happy to work with you to understand how we can help you succeed.



01

REVIEW



Review: Understanding your needs, existing services, systems and integration challenges

02

PLAN



Plan: Present a tailored support strategy plan that addresses your specific requirements and budget considerations.

03

ONBOARD



Onboard: Finalise the support agreement and initiate the onboarding process to align services with your expectations.

04

SUPPORT



Support: Ongoing support and evolution of integration platform in-line with ITIL best practices.

Take the Next Step

With over a decade of experience in delivering small-scale and large-scale integration for the enterprise, we deliver clear and measurable value to your bottom line.

24/7 SUPPORT

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CAREERS

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SOCIAL

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