

## Keep the focus!

- ✓ In a world where resources are limited, **delegated management represents an effective solution** by allowing internal teams to perform value-added tasks for the company.
- ✓ **Delegated management gives flexibility to organizations** struggling daily to compensate for the lack of expertise and/or availability.
- ✓ **Delegated management allows the extension of your internal team** and provides a partial or complete management at lower costs.
- ✓ You therefore benefit from **cutting edge expertise** and the experience you need to maintain and develop your business solutions.

## 3 packages to satisfy your needs!

### Professionals and experts at preferential rates

The delegated management service of MOMENTUM TECHNOLOGIES offers you the opportunity to use experts on advanced technologies at competitive rates and an optimal quality of service. In addition, to support your requests and incidents, our experts also have the objective of monitoring technology to guide the orientations of your company and it is what distinguishes our service from the competition.

### Initial check-up and conformity assessment of your infrastructure

Upon the accession to one of the packages, documentation and an initial health check is carried out. This essential step allows establishing the current situation for technologies in place, including the identification of the dependencies and the level of urgency between the various elements of infrastructure and implied software. Moreover, it identifies the current or recent problems (business logic or technical) and to establish monitoring tools and to ensure a first execution of it.

### Watch over on compliance with good practices

At any time, the delegated management service is on the lookout for innovations, evolving technologies and recommendations and good practices of suppliers. Our experts make recommendations on a regular basis for improving of your infrastructure and, following your approval, they complete work in accordance with good practices.

### Secure access to your infrastructure

Access to your infrastructure transits at any time by a virtual machine dedicated to provide you with quality support safely. Our specialists use named accounts including a complex password and having controlled permission. As soon as they make a connection to the virtual machine, an audit mechanism collects local information thus ensuring an external traceability on an access that can be initiated towards your infrastructure. This information is viewable only by the security officer. Establishing a connection to your infrastructure meets your requirements such as the installation of the virtual private network software (VPN) and the use of tokens. MOMENTUM TECHNOLOGIES undertakes to execute and respect a process ensuring a convenient action relating to the request, creating/suspending, emission/closing users accounts for logical and physical access to applications, database servers data, network infrastructure and infrastructure services (planning of work, monitoring tools, backup tools, etc.). Your official approval is required to grant privileges of local and remote access. For all authorized users, a formal withdrawal procedure is carried out to complete the removal of physical and logical access privileges, and you are notified.

### Setting up monitoring tools

With your approval, our specialist team will proceed with the installation of monitoring tools to your facilities to ensure a short response time and promote rapid management of anomalies and incidents. According to your constraints and your reality, suggestions and recommendations on software acquisition will be made. You will be able to discuss with our specialists to make a judicious choice meeting your needs.

	ESSENTIAL	OPTIMAL	WOW!
Professionals and experts at preferential rates	✓	✓	✓
Initial check-up and conformity assessment of your infrastructure	✓	✓	✓
Watch over on compliance with good practices	✓	✓	✓
Secure access to your infrastructure	✓	✓	✓
Setting up monitoring tools	✓	✓	✓

	ESSENTIAL	OPTIMAL	WOW!
<p><b>Audit of facilities with production of weekly reports</b></p> <p>The package includes a monitoring of your infrastructure with production of a detailed report. Promoting quality and prevention, MOMENTUM TECHNOLOGIES strongly recommends the implementation of a kind of audit activity "Health check" on each of the facilities in your infrastructure. These checks are performed from a list of specific points, for which an analysis report is produced and is provided to you after each checking. The frequency of the checks is weekly for critical environments such as production and monthly for all development and management environments.</p>	✓	✓	✓
<p><b>Friendly console for management of requests and incidents</b></p> <p>The MANITOU cloud solution allows you to simplify the creation and monitoring of your requests via an ergonomic and intuitive interface. You can peacefully follow the progress of the work requested.</p>	✓	✓	✓
<p><b>Interventions completely realized remotely</b></p> <p>The proposed services do not require the use of full-time resources in your office. It is rather to remotely ensure the proper functioning of targeted technologies, to support requests for interventions and if need be, specific projects that have been discussed and preliminary planned.</p>	✓	✓	✓
<p><b>Level 3 support for all requests (business hours)</b></p> <p>On regular working hours (8 am to 4 pm, weekdays), this service allows you to get level 3 support of a specialist in MOMENTUM TECHNOLOGIES for the accompaniment of your internal team. The terms of this service consist of a predetermined time bank for the execution of tasks such as:</p> <ul style="list-style-type: none"> <li>• Level 3 support for all requests on the regular working hours (minimum 15 minutes per call services);</li> <li>• Supports automated calls that occurred outside of regular working hours, making contact with internal stakeholders to coordinate the resolution of the incident, and this, from the entry of the specialist on regular working hours;</li> <li>• Realization of files identified by yourself under the supervision of one of your internal resources.</li> </ul>	✓	✓	✓
<p><b>Analysis and deployment of providers' patches</b></p> <p>During the life cycle of software, suppliers publish several fixes. MOMENTUM TECHNOLOGIES strongly recommends the application of the security and anomalies patches to keep updating your environments to continue to offer you better support in case of problems. A preliminary analysis of patches is carried out by the delegated management service in order to highlight those applying to your environments, according to the version of the software used.</p>	✓	✓	✓
<p><b>Realization of projects according to your needs and priorities</b></p> <p>During the agreement with the delegated management service, you can exchange and discuss with our experts about your upcoming projects. They will guide you and advise you so that the realization of those is a success. The team will recommend proceeding with the implementation of certain projects to maintain your infrastructure thus minimizing the risk of failure and security vulnerabilities. Beyond the delegated management service, MOMENTUM TECHNOLOGIES can support projects of development and management of infrastructure, cost optimizations, architecture, reengineering, capacity management strategy, availability, assets, configuration and scalability. By adhering the delegated management service, you get predetermined rates for specific projects.</p>	✓	✓	✓
<p><b>Close cooperation and transfer of expertise to your team</b></p> <p>MOMENTUM TECHNOLOGIES is committed to offer a relation of assistance, exchanges and training, in which our experts will offer their acquired knowledge and expertise to promote the development of your resources. The delegated management service performs quality coaching with your resources to train and empower them in achieving their tasks. The sharing of technical information is essential for the team to perform its tasks and overcome all possible situations. We adapt the level of supervision with members of your team according to your expectations.</p>	✓	✓	✓
<p><b>Detailed invoicing (by activities, by resources) with comments</b></p> <p>In addition to the flexible invoicing method adapting to your reality, a detailed invoice is sent. It includes efforts carried out by activity corresponding with a request, an anomaly, an incident or a project. When desired, the efforts can be displayed by activity and resource, allowing you to take note of the expert who worked on your records. Each specific intervention from our specialists is documented via console management applications and a brief comment is registered by this one. Information can be easily consulted using the console and on request, the comments can be appended to the invoice.</p>	✓	✓	✓

	ESSENTIAL	OPTIMAL	WOW!
<p><b>Intervention schedule outside working hours at preferential rate</b></p> <p>During a planned intervention outside working hours and during interventions beginning on working hours and which require exceeded them, the tariff for the use of MOMENTUM TECHNOLOGIES specialists will be at a preferential rate corresponding to the package chosen.</p>	x	✓	✓
<p><b>Preferential hourly rate on bank of additional hours</b></p> <p>In the event of an exceeding of the bank of hours previously acquired, the tariff for the use of MOMENTUM TECHNOLOGIES specialists following a service call will be the hourly rate corresponding to the bank of hours chosen initially. Buying a new bank of hours will be the same hourly rate, regardless of the number of hours desired.</p>	x	✓	✓
<p><b>Management of incidents outside working hours</b></p> <p>Following an automated notification of a monitoring mechanism or a call initiated outside hours, our specialists support any event that is not form part of the normal operation of critical service and that causes, or may cause, interruption or important reduction in the quality of this service. All efforts are being made to remedy the situation and promote a rapid return of service.</p>	x	✓	✓
<p><b>Coverage 24 hours a day (including weekends and holidays)</b></p> <p>You benefit from an extensive monitoring of your production infrastructure through subscriptions in the delegated management service. Concretely, extensive monitoring provides access to a team of experts for the management of incidents at all times. With this package, you get a complete monitoring of 7 days a week, 24 hours a day.</p>	x	✓	✓
<p><b>Resolution period aimed at less than 4 hours.</b></p> <p>From the management of an incident, our specialists aim to identify the cause and to solve it quickly, under the 4 hours. A resolution process is clearly defined and the stakeholders commit themselves respecting it to the letter. Throughout the resolution process, several stakeholders can be challenged to accelerate the resolution, thus allowing using all the expertise of experts of MOMENTUM TECHNOLOGIES.</p>	x	✓	✓
<p><b>Identifying a solution as soon as possible</b></p> <p>Whether temporary or permanent solution, it is essential to bring back the service as soon as possible. The team of delegated management service is aware of the consequences of a service stop implying a critical system. Our experts quickly analyze the situation and identify the different alternatives that allow restoring service.</p>	x	✓	✓
<p><b>Triggering an escalation process</b></p> <p>To ensure compliance with service levels, MOMENTUM TECHNOLOGIES implements an escalation process to support specialist assigned to resolve incidents. If he cannot identify the solution to be applied within a short time, the escalation process of delegated management service is implemented (a second specialist as well as a manager of delegated management service are involved). A communication is sent to notify the triggering process, with a regular monitoring thereafter until complete resolution of the incident.</p>	x	✓	✓
<p><b>Support calls at no extra cost</b></p> <p>Whether it is in the daytime, evening or night, the management of an incident is free of additional charges. All incidents reported via a phone call or notifications generated by a monitoring mechanism are supported without additional cost.</p>	x	x	✓
<p><b>Call return and response time exceeding your expectations</b></p> <p>As soon as the services of our specialists are requested, you receive an acknowledgment indicating the reception of your request and a preliminary evaluation is carried out. Thereafter, one of our specialists is responsible to contact you to confirm support and more information on request.</p>	x	x	✓
<p><b>Incidents resolution time included</b></p> <p>All incidents are supported and resolved without additional costs. Efforts outside working hours are not deduced from the bank of hours.</p>	x	x	✓
<p><b>Priority support for incidents</b></p> <p>MOMENTUM TECHNOLOGIES is committed to take over incidents quickly and making all necessary efforts to the best of its capacities to resolve the situation completely.</p>	x	x	✓
<p><b>Implementation of automated monitoring mechanisms</b></p> <p>For monitoring carried out via automated mechanisms, the delegated management service provides an email address and accompanies you in the configuration so that the notifications of critical levels are directly transmitted to the team so that it can deal with the incidents.</p>	x	x	✓