

MANAGED SERVICES PACK

What is expected

Leveraging this offer from Data Shack, customers can elect to host their Analytics technologies on internal infrastructure with the internal technology team only managing the infrastructure, or they can elect to leverage a cloud provider or external data centre to provide the infrastructure

What does the Pack include

The Managed Services Packs includes

- Managed Service report showing usage and usability including user license information
- Proactive management of the environment
- Support calls that Data Shack can address or will log if needed
- Any of the hours not used in the month for calls and proactive administration will be used by the Data Shack admin in the last week of the month to conduct proactive administrative tasks in the environment such as creating backups of content and reviewing log data to identify usage trends and early identification and resolution of possible problems in the environment.

Pricing

Available in 10-, 20- & 40-Hours Monthly Packs

Sold in Three-month increments

Contact us for Pricing