



Challenges managing  
your SAP BI Environment...  
**Leave it to the Experts!**

## Love how Business Intelligence is transforming your company...

### *Don't love the impact on your IT team?*

Maximize your IT resources by letting them focus on high value activities while Decision First Technologies (DFT) manages your SAP BI environment. Our Managed Services and Support Offering provides the functional and technical support necessary to optimize your BI environment and simplify your monitoring and management processes.

### ***Industry Leading Experts and Processes***

Don't let support challenges related to staff turnover or knowledge gaps hold you hostage. We provide you with a dedicated team of SAP certified BI resources and administrators who have an in-depth knowledge of all the tools and processes needed to provide a custom and scalable Managed Services and Support Solution.

When it comes to SAP BI, we are recognized experts and thought leaders in the industry. For over 15 years we have been delivering superior product knowledge, implementation and support services to our clients. Our focus and experience not only gives you peace of mind with your current environment but ensures you stay ahead of the technology curve with new products, trends, and strategies. Don't trust your BI environment to just anyone – trust Decision First Technologies, SAP Gold Partner and 7-time Partner of the Year.

### ***Our Managed Services Offering***

Our Managed Services offering includes everything from BI platform maintenance and upgrades, to database management and administration to production monitoring and security administration. It gives you a complete support package and confidence that your BI environment is consistently available and performing optimally.

Whether your BI environment is on premise or hosted, we have the technical expertise and industry leading processes to handle your most complex landscape. From routine maintenance tasks to the most difficult technical challenges, we have you covered.

Our proactive and responsive professionals are true experts with SAP BI and related technologies such as SAP Enterprise Information Management and SAP HANA. And with no offshore resources, your concerns will be attended to quickly and efficiently.

### **Our offering includes support for:**

- » SAP BI Suite
- » SAP HANA
- » SAP Data Services
- » SAP Information Steward
- » SAP Business Planning and Consolidation
- » SAP SLT (monitoring only)

# Decision First Technologies

## Managed Services & Support Offering

### Event Monitoring, Notification, and Remediation

- » Monitoring critical services necessary to keep the BI server environment available for users
- » Schedule management
- » Break/Fix support between 8-5 EST, Monday through Friday
- » Fast and efficient issue handling
- » Diagnostics installation, configuration and maintenance
- » Easy to use web-based ticket system that is available 24/7

### Software Support

- » Includes help with security, access, passwords and addressing questions from customer super users
- » Point release upgrades along with their associated prerequisite patches, maximum two per year
- » Service packs and hotfixes

### Performance Monitoring

- » Performance monitoring and tune-ups
- » Repository backup
- » Database performance monitoring
- » Disaster recovery
- » ETL monitoring

### Regular Reporting

- » Regular review of system environment
- » Monthly functional hours burn down report
- » Quarterly performance metric review

### General System Administration

- » Initial BI environment health check/review
- » User administration such as additions, deletions, security setup and validation
- » Lifecycle management
- » Detailed SOP documentation and execution

### Functional Support

- » Flex time to assist with tasks like creating new reports, data flows, etc.
- » Easily request and leverage a variety of skill sets to handle short duration quick hitting projects
- » Development assistance including reports, dashboards, universes and ETL
- » Remote mentoring, training and guidance
- » Utilize for major release upgrades and migrations

**Give DFT a call and let us help you manage your SAP BI Environment.**

Call 866.569.1150 or Email: [sales@decisionfirst.com](mailto:sales@decisionfirst.com)