Managed Services

We go beyond "keeping the lights on" support to providing services that drive your company forward.

Managed Services is a client-first, white-glove offering from Blue Altair. We provide our clients with a range of comprehensive, cost-effective, scalable, and flexible services for their operational needs. Additionally, we serve as their strategic partner to assess and redesign their current processes and architecture, reduce break/fix scenarios, and help improve the overall business performance.

Blue Altair's Managed Services spans across our four key areas of expertise: Data Management, API and Integration, Data Science and Artificial Intelligence, and Digital Application Development. A unique aspect of our Managed Services offering is that we provide tailored services based on our clients' input and needs. Additionally, Blue Altair performs frequent "true-ups" to ensure that staffing levels are appropriate, without the need for lengthy contract restructuring. Our focus on quality and superior customer satisfaction has earned us the reputation of a trusted partner with businesses of all sizes.

Our Managed Services Offering

Blue Altair's Managed Services offering is based on the Information Technology Infrastructure Library (ITIL) model which offers guidance and best practices for managing five stages of the IT service lifecycle:

1. **Service Strategy:** We help clients determine which services are needed, how they will be provided, by whom and when those services will be delivered.

2. **Service Design:** We provide scalable delivery services.

3. **Service Transition:** We manage the full lifecycle of service delivery including assessments, validations, implementations and modifications including documentation.

4. **Service Operations:** We provide operational services including event management, access management, problem management, incident management, application management and technical management.

5. **Continual Service Improvement:** We conduct reviews and process evaluations, develop improvement initiatives and monitor on a regular basis.

Addressing Complex Business Needs

Over the past several years, we have impressed clients with our industry-leading solutions. Here is an overview of the type of problems we have helped our clients address:

Operations Management

Client Challenges

- Difficulty in planning and retaining adequate staffing capacity
- Lack of clearly defined SLAs

Our Solutions

- Recommended a homogeneous DevOps team model to eliminate interdependencies among multiple teams
- Established clear SLA's that could be measured and monitored
- Provided scalable staffing levels based on need with the ability to adjust as demand fluctuated

Incident and Problem Management

Client Challenges

- Lack of a formal way to track incidents, manage problems and understand the root cause

Our Solutions

- Implemented the right tool and defined incident management
- Established formal problem management processes and activities geared towards incident reduction
- Formalized the Root Cause Analysis process as part of the continuous service improvement strategy

Change Management

Client Challenges

- Lack of formal change management process, leading to unexpected outages and problems

Our Solutions

- Implemented a formal change management process
- Instituted a communication plan to avert surprises before any change or downtime
- Created a centralized change log to track all changes

Knowledge Management

Client Challenges

- Lack of a centralized system for accessing knowledge articles/assets which were spread across multiple systems

Our Solutions

- Implemented a standard format for knowledge base articles and made them accessible through API and other tools

Enhancement Intake

Client Challenges

- Lack of transparency and planning between operations and development teams

Our Solutions

- Applied DevOps model to facilitate direct interactions between the operations
- Focused analysts and development teams so they could discuss, plan, and implement enhancements

Architectural Assessment

Client Challenges

- Siloed understanding or "status quo" attitude to architectural assessments

Our Solutions

- Developed a comprehensive end-to-end approach for architectural assessments
- Assessed the performance and functionality of the ecosystem, provided a detailed snapshot of the current state, and shared recommendations for the future state

Driving Digital Success

How Can Blue Altair Help?

Blue Altair does more than just keep the lights on. We offer additional services to ensure our clients achieve their strategic objectives. We help clients in a number of areas, including but not limited to:

- Manage operations and platform administration
    - Debug software and troubleshoot integration issues
    - Manage regular platform upgrades, patches and certifications
    - Monitor alerts, logs and performance
    - Coordinate data archiving and backups
- Provision and upgrade cloud infrastructure
- Manage data classification and quality, data policy and compliance
- Debug and troubleshoot issues with APIs, proxy, data pipelines, and integration flows

Our Partnerships

To serve the diverse needs of organizations in a rapidly changing business environment, we combine our advanced product knowledge and domain expertise with an in-depth understanding of our clients' business objectives. We collaborate with leading technology partners such as Google Cloud, Amazon Web Services, Microsoft Azure, SnapLogic, Apigee, Reltio, Semarchy and many others. This ecosystem of partners enables us to leverage modular, scalable, production-grade capabilities across our clients' technical ecosystems.

About Blue Altair

Blue Altair is a niche, industry-recognized business and technology consulting firm that assists our clients with digital transformations. We offer Assessment and Strategy, Technology Implementation, and Managed Services in API Management and Integration; Data Management; Digital Application Development; and Data Science and AI. Our Client Success capability ensures a higher-than-industry rate of successfully delivered projects, with a primary focus on program and project management, business analysis, and quality assurance. Blue Labs is our innovation hub, where we use cutting-edge technology to build offerings that deliver accelerators and solutions. Our culture is the heart of our existence, and our core values are the key drivers for our handpicked, top-tier performers.

bluealtair
Driving Digital Success

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