

Ensuring the Successful Delivery & Optimization of As-a-Service Solutions



The term “service provider” has expanded well beyond traditional voice and data connectivity. Today, virtually any technology, application or tool can be delivered “as-a-Service,” from IT infrastructure to software to unified communications.

The as-a-Service model has well-documented benefits: conservation of capital, reduced operational overhead, greater agility, faster time to value, less risk. However, the market is filled with hundreds of different service providers, each offering solutions of varying capabilities. Organizations lack the skills and resources to evaluate the various options and select the best fit for their requirements.

Technologent has developed a framework for vetting service providers so that customers have accurate and easy-to-understand data for making their purchasing decisions. The aggregated data enables side-by-side comparisons based upon real-world capabilities and common terminology. Our engineers do the front-end legwork that accelerates time to value by reducing the time required for discovery and due diligence.

More importantly, our **Service Provider Solutions** don’t end with the customer’s purchase. Our engineers and project managers oversee everything from implementation through ongoing management.



Accelerate Time to Value



We are an Extension of Your Team



100% Vendor Neutral

SERVICE PROVIDER VALUE



Industry Experience and Expertise



Continuous Improvement

Service Provider Network Solutions

Program Management

As the as-a-Service environment grows, many of the solutions start playing into one another. Infrastructure-as-a-Service might require Backup-as-a-Service for data protection, which might also involve DR-as-a-Service. This complexity adds to the management headaches.

Technologent program managers don't just handle the delivery of a single product — they oversee the entire environment. They have a very high level of business and technical acumen, enabling them to successfully integrate various solutions and troubleshoot issues that arise at the intersection of services.

Service Delivery Management

Service provider contracts are often complex, with varying SLAs. Few organizations have processes in place for holding service providers accountable. Customers also lack the macro-level view of the market needed to anticipate potential problem areas.

Technologent has the project management tools, processes and resources for post-sales account management, ensuring that service providers meet their SLAs. We also conduct quarterly business reviews with both customers and service providers, collecting the data needed to facilitate continuous improvement.

Customer Success Management

Technology sprawl is a very real challenge for organizations today. Many different solutions touch many different parts of the business. Organizations often select specialty vendors to meet specific requirements, and there isn't always continuity in terms of service levels.

At Technologent, we believe in delivering a customer experience that stays consistent even as the vendor ecosystem changes. Whether a

service provider acquires another company, divests its assets or goes bankrupt, we can insert another as-a-Service vendor into the framework. The customer's experience doesn't change because the same Technologent professionals are handling program management and service delivery. Our people, processes and programs serve as a wrapper around the solution to ensure customer success.

Professional Services

Although as-a-Service solutions can be easy to purchase, implementation can be challenging. For example, Infrastructure-as-a-Service requires the migration of on-premises workloads to the cloud, while DR-as-a-Service requires replication of the IT environment in the service provider's infrastructure.

Technologent provides a comprehensive suite of professional services that facilitate the implementation of as-a-Service solutions. Our engineers have the expertise and real-world experience to ensure that implementation projects are completed on time, within budget and to the customer's satisfaction.

Residency Services

The IT skills gap continues to be a roadblock that prevents organizations from meeting their technology objectives. According to a report from Global Knowledge, 80 percent of organizations lack all the skills needed on their IT teams.

Technologent's residency services help bridge the skills gap by placing highly qualified experts at a customer's location for short- or long-term assignments. Residents work within our Service Provider Network framework, assisting with everything from assessment and planning to new technology implementations to technical support. They help customers meet their objectives quickly and efficiently and derive long-term value from the solution.