



*AarombaMSA™ covers you for a variety of professional services annually, performed by Aaromba's highly experienced Professional Services consulting team.*

**An AarombaMSA™ objective is to ensure your investment in your chosen Service Desk system is a success. This is achieved by understanding your Service Desk vision, management goals, and business objectives.**

An AarombaMSA™ is an annual agreement consisting of a dedicated Consultant's time per month plus the option of AarombaCare™ – our dedicated Support package. Your AarombaMSA™ is mapped out in advance to cater for your unique needs and resource management is undertaken by an Aaromba dedicated Project Co-ordinator.

Every client is unique, so we tailor an AarombaMSA™ for you from the services outlined below.

### *ITSM Consultancy Services*

#### **Developing your ITSM Strategy**

- Helping you define and build agreement on how ITSM creates value for your organisation.

#### **Developing your ITSM Roadmap**

- Helping you identify ITSM business capabilities and gaps relative to current state.
  - Define future customer, process, organisation and application architectures
  - Build implementation roadmap

#### **ITSM transformation program**

- Helping you implement, in phases, the desired ITSM state through process, technology and organisation change programs driven by business imperative (e.g. meeting or exceeding agreed service levels).
- Develop a governance and benefits realisation model designed to track, manage and realise business benefits throughout the implementation

### *ITSM Training Services*

We understand the critical role user training plays in maximising the value of your ITSM investment. Depending on your ITSM Roadmap, we could run monthly training sessions for all new starters or as the product and users become more mature, refresher or advance courses to ensure we have a productive IT team fully utilising all the benefits of your tailored ITSM solution.

Under an AarombaMSA™ users and technical staff can be provided private training courses throughout Australia onsite or via the web. All courses are tailored to meet your own requirements, so that your organisation can maximise the value of your technology investment.

Our approach enables administrators, managers and end users to obtain the knowledge and skills needed to minimise training time, maximise solution capabilities, and increase overall business value.

## **AarombaCare™ Support Plan**

This option is available as an additional module:

AarombaCare™ is a premium technical support solution which is an optional component of an AarombaMSA™.

AarombaCare™ provides a range of services, support and resources to ensure your investment delivers results day after day.

### **Benefit and features include:**

- National Support Desk available across Australia
- Prompt resolution of incidents resulting in reduced downtime and increased productivity.
- Rapid escalation service in accordance with published Response Times.
- Attendance to select Training Events and the Aaromba Annual User Conference.
- Free subscription to Newsletter containing up-to-date tips, FAQs, and the latest product news.

### **FREE Unlimited Technical Support Resolution**

See a confusing error message? Is something not working the way you expect? Log a support call and our service desk will tackle each issue in accordance with published Response Times.

### **FREE User Conference** (for two)

The Aaromba Annual User Conference is the pinnacle annual event for all Aaromba customers. Discover new features, learn about how different organisations are achieving the most from their solution, identify industry trends, network with other users and much more. The Aaromba Annual User Conference leaves all participants excited about the possibilities.

### **Guaranteed Resolution**

If Aaromba cannot resolve an issue by phone or remote access using the world's leading remote support technology Citrix Online GoToAssist™, we will solve the problem onsite, FREE of charge.

### **Dedicated Support Account Manager**

AarombaCare™ customers have a dedicated Account Manager to answer all questions and assist managing your support needs, so you can always speak to a person who is familiar with you and your organisation.

### **QuickBites User Training** *QuickBITE*

AarombaCare™ customers receive unlimited access to Aaromba's QuickBites online training sessions – unlimited training events and unlimited number of attendees. QuickBites sessions are held generally once a month with times published on our website, allowing your team to learn new features on your chosen CRM application.

***For further information please call an Aaromba Account Manager on 1300 558 101 or email [sales@aaromba.com](mailto:sales@aaromba.com)***