

Naviant Managed Services

Operate, Enhance, and Expand Your OnBase Solution

Many organizations struggle with staff turnover and keeping up with the requests and evolving needs of your business partners. With the flexible Naviant Managed services offering, you can offload day-to-day maintenance and support, engage Naviant's team of experts to enhance your solution, and/or optimize your ECM solution by expanding OnBase to new departments or implementing new modules.

How We Will Help You

- + Proactively monitor your software solution and provide hands-on break/fix support
- + Regular upgrades to stay up-to-date
- + Configure and deploy the latest and greatest tools for monitoring system performance
- + Identify opportunities to optimize and streamline your existing processes
- + Give you access to a team of experts to keep your system functioning as expected

<i>Features</i>	Naviant Customer	Support Level Agreement	Managed Services
Time & Materials Support	✓		
Access to Naviant Blog Membership	✓	✓	✓
Access to Naviant Educational Webinars	✓	✓	✓
Unlimited Support Assistance		✓	✓
System Audit		✓	✓
Access to Latest Dashboards		✓	✓
Fixed Fee Support		✓	✓
Complimentary Upgrade Services		✓ (up to 35 hours)	✓
Proactive System Monitoring			✓
Hands-on Break/Fix Support			✓
Assigned Resources with Direct Access to Your System			✓
Optimization Review of Existing Solution			✓