

## Managed Automation Services

Learn how our automation experts can maximize the benefits of OpCon throughout the enterprise.

### Personal Automation Expert

SMA Technologies provides an automation expert that's responsible for:

- Working directly with an organization's staff
- Managing the OpCon server and all installed OpCon integrations
- Performing OpCon upgrades
- Responding to OpCon alerts and notifications
- Scheduling daily backups of OpCon's configuration and database files
- Monitoring all automation service requests and operational projects
- Providing a monthly report of activities

Our automation experts build a relationship with the client and become an extension of their staff, intimately aware of the environment and its automation needs. With this relationship in place, our experts can recommend, implement, and configure new automation workflows to improve efficiencies. Clients with limited personnel can truly realize the benefits of OpCon.

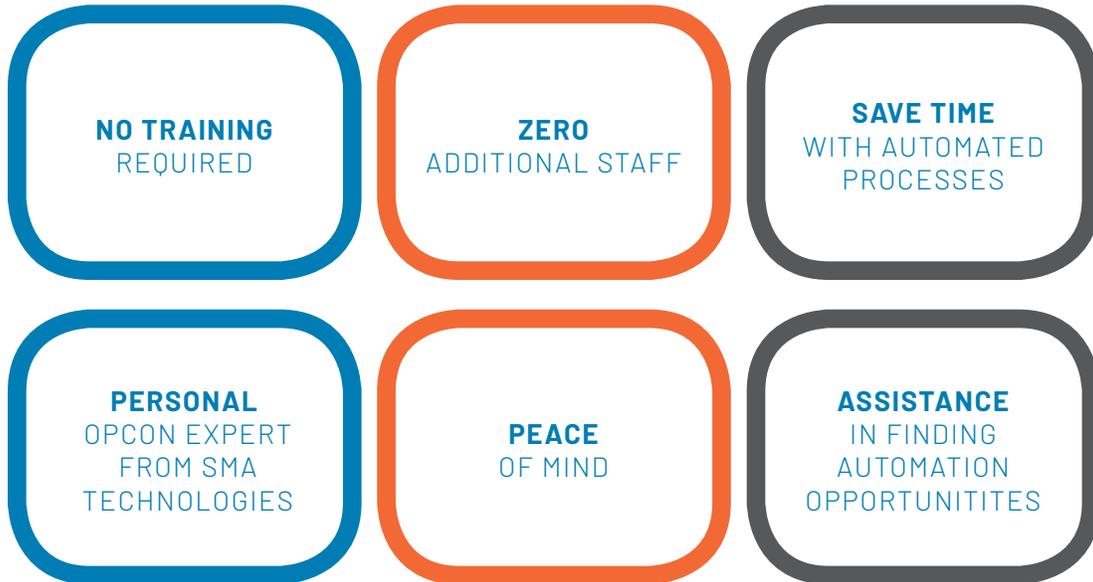
### Automation by Automation Experts

SMA Technologies' flagship product, OpCon, has proven to have dramatic effects on a business through its event-driven, cross-platform automation.

While driving automation with OpCon is easy, many of our customers do not realize how many processes can be automated or have the resources available to tackle a large-scale automation project. With Managed Automation Services (MAS), SMA Technologies comes to the rescue with our automation experts ready to work with our client's staff to identify and implement automation throughout the entire organization.

In addition, with MAS, clients have peace of mind knowing that an OpCon expert is monitoring operations 24/7 and is ready to respond to any issues at a moment's notice. Our experts are there to keep automation running smoothly.

## Work Smarter, Not Harder.



PRODUCTION ERROR	RESPONSE TIMES
OpCon server down and/or critical jobs failing	1 Hour / 24/7
Other production jobs failing	4 Business Hours**
Non-production jobs failing	2 Business Days
New automation requests	3 Business Days
All other requests	5 Business Days

\* Classification of jobs to be determined by the client and SMA Technologies.

\*\* Business hours are Monday through Friday, 8 a.m. to 5 p.m. Central Time.

## Managed Automation Services

Learn how our automation experts can maximize the benefits of OpCon throughout the enterprise.

### Implementation Procedure

For an organization, implementing MAS is as simple as configuring a virtual machine (VM) for access. After SMA Technologies establishes a connection, the automation expert will migrate the existing database to the VM. Next, they will verify connectivity to and from the VM with all installed OpCon agents and integrations. The automation expert will then install maintenance routines for the OpCon database and work with the client to understand the priority of all existing schedules and jobs. Finally, the organization and the automation expert will review all automation workflows and procedures, update all notification rules to notify the automation expert first, and then switch to live production.

### Change Management Process

With MAS, any change requests can be submitted via telephone, email, or client portal. Requests for new processes will begin within three business days while changes to existing production processes will begin

within four business hours. This extra time for existing processes enables the automation expert to fully review what will be affected by changing the existing processes and ensure no loss of production. Emergency change requests for production environments will be responded to within one hour but are limited to two requests per month at standard rates. Additional requests can be made at twice the standard rates.

### Communication/Notification Plan

SMA Technologies' automation expert and the organization work together to agree on a communication plan. The plan will consist of a primary contact at SMA and an escalation tree with the client to help resolve any issues the automation expert can't resolve. It will identify subject matter experts for business processes, who to notify in the event of an issue, when to make notifications, and what events require notifying.

“Whenever I deal with third-party vendors, I never know exactly how much support I’ll receive. Since I started working with SMA Technologies, I’ve always felt this is more than a business partnership. I feel much more like a member of a big, caring family.”

Tim Gillman, Vice President of Operations at Synergent