

Incident Management Services

SERVICES OVERVIEW

Minimize Downtime and Maximize Confidence.





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Introduction

WHAT SETS OUR INCIDENT MANAGEMENT SERVICES APART?

As enterprises implement increasingly sophisticated systems to manage the quote-to-cash function, effective Incident Management services are vital to providing stability and continuity to sales operations. The primary objective of our Incident Management Services is to minimize business disruption through the prompt detection, response, and resolution of any unforeseen production issue.

The immediacy required when providing these services is driven by an understanding that downtime in any segment of the quote-to-cash pipeline translates directly to lost revenue. Furthermore, a disruption's ripple effects can erode customer trust, a commodity as valuable, if not more, than any tangible asset. When a customer experiences delays or inconsistencies, especially in areas involving financial transactions, their trust in the enterprise diminishes.

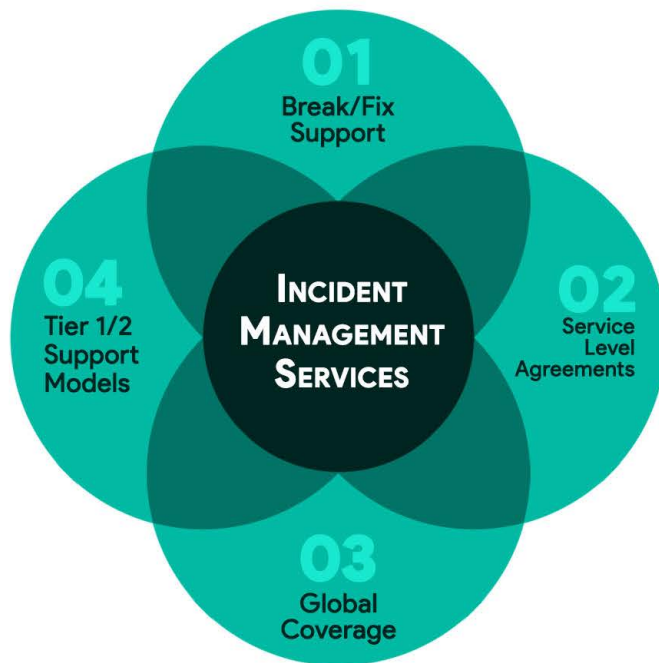
Moreover, Incident Management Services provide a more introspective benefit beyond ensuring the uninterrupted flow of operations and maintaining customer relations. Through the lens of each incident, an organization gains a deeper understanding of its vulnerabilities. By analyzing incidents' nature, cause, and resolution, companies can refine their processes, bolster their systems, and preemptively address potential weak points.

When you partner with us, you gain access to an experienced team skilled in finding the root causes of system issues and providing both rapid and short-term fixes and insightful long-term solutions to safeguard the operation of your system. This whitepaper introduces our firm's comprehensive Incident Management Services, underscoring the essence of superior support for large-scale quote-to-cash systems. Within these pages, you'll find a deep dive into our methodology, from our commitment to swift and effective resolutions to our adherence to rigorous Service Level Agreements. Our services aren't just about offering a remedy for system anomalies; they embody a dedication to business continuity, tailored support, and global availability. As we navigate the nuances of Incident Management, you'll understand the facets of our tiered support structure and the steadfast assurance Boston Harbor Consulting brings to the table. Delve into our whitepaper to learn how we turn challenges into seamless solutions, ensuring you're always ready to manage the unexpected.



What's Included

KEY BENEFITS OF OUR SERVICE



SERVICE DELIVERABLE



SERVICE TASKS AND TIMELINE

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
<i>Project Kickoff</i>	★							
<i>Requirements Workshops</i>								
<i>Vendor Presentations</i>								
<i>Fit and Alignment Scoring</i>								
<i>Readout Preparation</i>								
<i>Project Readout</i>								●

Break/Fix Support

01

RUNNING TO GROUND: FIND AND RESOLVE THE ROOT CAUSE OF EACH ISSUE

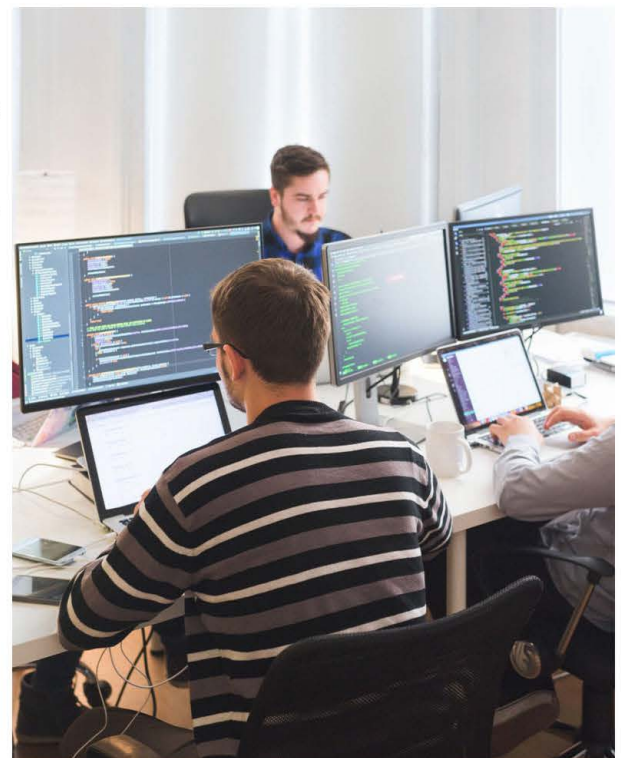
Break/Fix Support in enterprise quote-to-cash systems is about ensuring uninterrupted business operations. While these systems help streamline the sales process from initial quotation to payment collection, their complexities necessitate a robust support framework.

At the core of Break/Fix Support lies the immediate resolution of system incidents. If left unchecked, these disruptions hinder the flow of the sales cycle, causing operational lags and potential revenue losses. Effective support must respond promptly to these disruptions, addressing them not as isolated problems but as parts of your comprehensive solution.

Our Managed Services team possesses a deep knowledge of the architecture of quote-to-cash systems. This knowledge proves indispensable when diagnosing issues. With a grasp of the broader system strategy and its minute details, our team can identify and rectify issues with minimal downtime. Such efficiency reduces disruptions, ensuring a seamless quote-to-cash journey.

However, Break/Fix Support isn't just about quick fixes. It requires a commitment to understanding Root Cause Analysis (RCA). Addressing symptoms without understanding the disease can lead to recurring issues. By diving deep into the anomalies and grasping the root causes, our Managed Services team is skilled in implementing lasting solutions, bolstering your system's reliability.

Equally vital is the support team's adaptability. Given that each enterprise has unique needs, a tailored approach that aligns with your specific structure and preferences facilitates trust and collaboration. This alignment ensures that issues are handled consistent with your expectations.





Service Level Agreements

02

ALIGNING EXPECTATIONS: REMOVE SUPPORT AMBIGUITY AND FOSTER TRUST

Quote-to-cash systems, intricate by nature, demand a clear framework to guide the support process and ensure our teams share mutual expectations. As part of our Managed Services, our Service Level Agreements (SLAs) are designed to fill this vital role.

At the heart of any SLA is the definitive promise of performance. It translates into concrete terms what "quality service" means, offering tangible metrics like response and resolution times. For complex quote-to-cash systems, time often equals money. Every minute of system downtime or malfunction can translate to lost sales or hindered cash flow. The SLA's stipulated response time thus becomes a safeguard against prolonged operational disruptions.

Beyond timing, SLAs also determine prioritization. Not all system incidents are equal. Some might be mere inconveniences, while others critically impact the sales cycle. An effective SLA distinguishes between these, offering a clear hierarchy. It ensures that severe issues receive immediate attention while less critical ones are still addressed in due time. Customization also forms a crucial SLA facet. Enterprises vary, each with its workflows, peak times, and risk areas. A robust SLA isn't a generic document but is tailored to fit your organization's needs and rhythms.

However, above all, an SLA serves as a trust document. It is a covenant, assuring you that your crucial quote-to-cash system rests in capable hands. It offers clarity and removes ambiguity from our relationship.

Our Service Level Agreements encompass more than service benchmarks. They offer a blend of assurances, clear expectations, and tailored solutions. This fusion ensures your organization can focus on core operations, confident that your system will run smoothly and reliably.



Global Coverage

03

EXTENDING SUPPORT: SLEEP WELL WITH ROUND-THE-CLOCK COVERAGE

For global enterprises, the sun never sets on business operations. When your business spans continents and time zones, a reliable and consistent support structure is essential to supporting your diverse user base. To meet these dynamic needs, our Incident Management Services feature global coverage capabilities to oversee your production support needs across all regions where you operate.

When enterprise operations extend across time zones, incident management cannot be confined to the traditional business hours of any specific region. Whether starting your day in Santa Clara or wrapping things up in Cologne, our Managed Services team has the depth and expertise to provide 7×24 support. Rest assured that our team will be prepared to respond no matter where you operate or at what hour an issue might arise.

But availability alone, while valuable, is not the sole determinant of premium service. You need assurance that the support you receive in one geography matches the caliber you expect elsewhere. As part of our Incident Management Services, we combine the reach of our coverage with the governance of SLAs to amplify the effectiveness of our production support. The SLAs lay out clear expectations regarding issue response and resolution, ensuring your support is swift and effective. Combining our global coverage capabilities with SLAs ensures alignment with the urgency your support requires.

As you expand the footprint of your quote-to-cash system, the support capability must be equally expansive in its reach and efficacy. Our approach to Incident Management Services combines availability across the globe, speed defined by our SLAs, and a commitment to ensuring your system runs smoothly, regardless of the hour or location.





Tier 1/2 Support Models

04

TAILORING SUPPORT: CHOOSE THE STAFFING MODEL THAT'S RIGHT FOR YOU

Recognizing the varied needs of our clients, we offer two models for production support, each calibrated to provide a specific depth of service. This dual-tiered structure ensures that every issue finds the right specialist, from foundational queries to advanced system anomalies. Tier 1 and Tier 2 support are designed to work synergistically to safeguard your system's performance with an approach tailored to meet your unique operational needs.

Our Tier 1 Support model offers a “white-glove” approach to service, staffed with frontline analysts answering tickets and escalation specialists available to ensure the stable operation of your production system. Our Tier 1 teams typically include functional and technical analysts and a production support coordinator. Tier 1 support consists of immediate response, ticket management, and complex issue resolution to provide the end-to-end production support you need for your quote-to-cash system.

Our Tier 2 Support model provides the backup you need when your team is responsible for Tier 1 support. Tier 2 support addresses advanced issues, often requiring system diagnostics and specialized expertise. Should a problem surpass Tier 1's scope, our Tier 2 specialists ensure timely resolution. Clients benefit from this layered approach, with Tier 2 acting as a robust safety net, ensuring system stability and sustained operational excellence.

By offering Tier 1 and Tier 2 support models, we underscore our client-centric approach to Incident Management Services. Your ability to tailor your support team to your unique needs ensures production support functions as a robust extension of your operations. It's about granting you the flexibility you need while ensuring you always have access to the best-in-class support, irrespective of the support tier.





Recommendations & Next Steps

WHAT YOU WILL RECEIVE AFTER THE ASSESSMENT



After our *Software Selection Rapid Assessment* engagement, we will provide you with our *Quote-to-Cash Software and Technology Recommendations* report. The document will summarize our findings with recommendations tailored to your enterprise's unique objectives. We will provide the vendor scorecard results and an evaluation of options detailing their alignment with your unique business processes. Additionally, the report will include a prioritized roadmap of suggested next steps and potential pitfalls or challenges to be aware of. Our objective is to equip you with a holistic, actionable blueprint that informs and empowers your team to move forward with clarity and confidence with your quote-to-cash initiative.

CONTACT US, AND TAKE THE NEXT STEP IN YOUR QUOTE-TO-CASH JOURNEY.

Navigating quote-to-cash software selection is no small feat. Throughout my tenure, I've witnessed many QTC implementation challenges and understand the significance of making the right software decision. But beyond the spreadsheets and systems, what truly resonates with me is the people: passionate professionals who are unwavering in their quest for excellence. If you are seeking a partner in this journey—a firm that values precision and personal touch—please consider reaching out at services@bostonharborconsulting.com. My team and I are here to listen, understand, and co-create a brilliant solution for you. Let's embark on this journey together and make the story of your organization's transformation one of enduring success.



Shalane Sheppard
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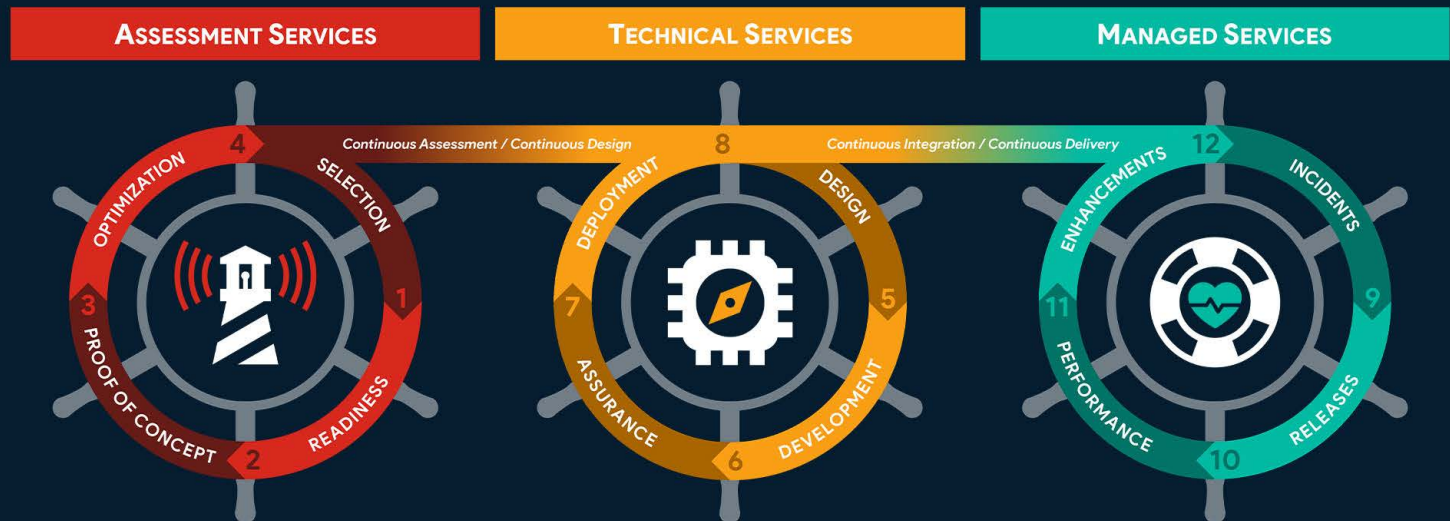
About Us



UNLOCKING SUCCESS IN SALES OPERATIONS: A JOURNEY WITH BOSTON HARBOR CONSULTING

With a rich history and a dedication to excellence, we have evolved into a trusted partner for organizations seeking transformative solutions in the quote-to-cash domain. Our story begins with a simple vision: to bridge the gap between business objectives and technical realities. In the dynamic landscape of Sales Operations, where efficiency, agility, and precision are paramount, we recognized the need for a partner who could seamlessly integrate technology and strategy. This realization fueled the inception of Boston Harbor Consulting, and our commitment to this vision has guided us ever since.

OUR COMPREHENSIVE SERVICE PORTFOLIO



OUR GUIDING PRINCIPLES: EXPERTISE AND INNOVATION

With over a decade of domain expertise in quote-to-cash solutions across various sectors and geographic regions, we know that true excellence lies in understanding the unique challenges and opportunities that each client brings to the table. Innovation is our driving force. We believe in the power of creative problem-solving and continually seek out innovative approaches to tackle complex challenges. Our specialization in SAP technology and low-code innovation ensures that we stay at the forefront of enterprise development. Innovation isn't just a buzzword for us; it's embedded in our DNA.

THE BOSTON HARBOR CONSULTING DIFFERENCE

Our distinction lies not only in what we do but in how we do it. We're not just a consulting firm; we're your partner in success. Our commitment to long-term growth, adaptable solutions, and unwavering support sets us apart. As you navigate the complexities of Sales Operations, choose Boston Harbor Consulting as your compass. Together, we'll embark on a journey of transformation, unlocking new horizons for your organization. Join us in shaping the future of Sales Operations. Welcome to Boston Harbor Consulting.

