enfo

Master Data Management

TIBCO EBX

Application Support

Do you have a TIBCO EBX MDM system, but hiring an expert to maintain this system is too expensive and difficult? We can help you keep your MDM solution running and offer expert assistance when you need it. We are a strategic partner to TIBCO in the Nordics and have consultants with EBX expertise, so you always have a friend to call.

TIBCO EBX Application Support is an ITIL Service Operation service, comprising support, monitoring and management of the TIBCO EBX platform and the solutions running on it.

We believe that everything gets better with time and continuously improving ourselves and our collaboration with our customers is part of our culture.

The service

TIBCO EBX Application Support combines well proven routines, tools and methodologies with a set of processes, architectural guidelines and support policies to create a best practice for fast, reliable and cost-efficient support, monitoring and maintenance of your TIBCO EBX solution.

What can you expect?

We will take care of incidents and problems and make sure that you have a stable MDM environment.

We ensure that Swedish/English-speaking experts familiar with your solution are available to address your questions. By monitoring your system, we can quickly identify the root cause of any issues and address it in a timely fashion.

We focus on adding value for our customers

To provide better service we use selected software tools, such as our incident handling system and monitoring framework. These tools are used to automate tasks to offer a more cost-efficient solution and enable us to minimize waste in our processes and focus on what adds value for you.

What we do

The service is based on established ITIL defined activities including:

- Incident Management
- Problem Management
- Change management

But also:

- English/Swedish speaking partner
- Monitoring
- Service request management
- Service management
- Competence management
- System analysis
- Documentation
- Installation/Upgrade
- Deployment and Release

Getting started

We will get you started with everything you need. We will:

- Ensure sufficient documentation of your solution
- Set up points of contact
- Agree on ways of working
- Provide a ticket handling system
- Set up a monitoring framework

Once you're up and running, the service is:

- Followed up with agreed frequency
- Invoiced according to agreement
- Supplying you with help from to our experts
- Providing architectural reviews, up to 4 times per year

Key benefits

- Increased Quality of Service
- Access to leading edge competence
- A competitive TCO
- Service Level Agreements that support your business
- Decrease of incident and problem resolution time
- Increase of service availability
- Minimal impact on operations from incidents

If you have questions or want to order this service, please contact Enfo:

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