Sciforma Managed Service Offerings

Reap all the benefits of your PPM solution

Sciforma

Technical expertise for your PPM success

Advantages of a Managed Service Offering

Sciforma's Managed Services Offerings (MSOs) helps you fully maximize the benefits of your PPM solution by partnering you with a team of technical and strategic experts to manage time-consuming or costly tasks like infrastructure, processes, functionalities, and more. While any type of organization can benefit from Managed Services, an MSO can particularly support organizations with scarcer internal capacity or technical expertise. This is because an MSO provides the type and level of strategic engagement you need, allowing you to focus on more value-added tasks.

Our Typical Engagement Approaches

On the basis of an agreed-upon number of engagement days per month, our team of experts will manage and deliver a range of activities for you (depending on needs and priorities). If you're unsure where to start, you can use the engagement categories below for inspiration, but don't let them limit you—we can always take a flexible approach to meet your specific requirements.

Strategic Alliance	Configuration	General Administration
• Evaluating your existing governance framework and utilization profile; working in partnership with you to define and refine end-to-end business processes based upon best practices • Continuous improvement planning and support • Advice and guidance regarding optimal reporting methods at all levels • Dedicated (bespoke) training sessions for users to drive up adoption / usage	• Development of new reports/widgets • Updating/optimizing existing reports/widgets • Creation and publication of dashboards • Maintenance of specific notifications, permissions, custom fields • Bespoke reports and measures • System to system integrations	• Setting up your new joiners with appropriate access rights • Amending login permissions • Password resets • Basic user configuration adjustments; general troubleshooting etc.

Your Sciforma Managed Service Offering includes:

▶ A dedicated request portal for the purpose of logging, prioritizing, and progress tracking of all your requirements

▶ Allocation of an MSO Engagement Manager, who is there to ensure that the dedicated services we provide to you are of the highest quality and continually live up to your expectations

Likely Drivers for Selecting an MSO

You need to hit the ground running and reach your goals ASAP.

You have resource constraints preventing you from achieving your desired outcomes.

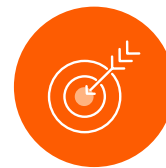You want to leverage technical experts to effectively and efficiently achieve successful outcomes.

Benefits of an MSO

Guaranteed number of allocated days per month from Sciforma experts to discuss, schedule, and deliver repeatable or ad hoc activities.

Opportunity to refocus existing personnel on more value-adding activities while ensuring a dedicated team is managing administration of your PPM solution for business continuity.

Allocation of an MSO Engagement Manager from Sciforma, who will work with you to maximize your success, managing your work-flow within the tool to ensure SLAs are being met.

Access to a dedicated team of Sciforma experts that will work with you on custom requirements, at pace.

Scalable and flexible service, according to your needs.

For more information, please contact your Sciforma representative or email **customersuccess@sciforma.com**

Sciforma

About Us

Sciforma is an adaptive enterprise PMO software solution, with over 30 years of experience serving thousands of mid- to large-size organizations across 20 countries.

With capabilities in managing, reporting, and executing on strategic initiatives, Sciforma's enterprise-wide solution helps ePMOs, executives, and functional work teams improve strategy and program execution, ensure visibility and accountability on business priorities, and optimize resource utilization across portfolios. The company stands out from its competitors by providing the optimal balance of usability and robust functionality for solving challenges with strategic communication, planning, tracking, execution, and more.