

About

We are a proudly South African company, based in Cape Town with more than 17 years of experience in providing support, development, and implementation of specialised technology solutions.

The global need to get more for less without compromising quality has never been so demanding. Venn Cubed offers specialist skills to deliver and support IBM Planning Analytics applications globally. We understand and leverage the synergy between business, finance, and technology, and excel at creating sustainable solutions for a better return on your investment.

Venn Cubed partners with likeminded IBM Business Partners and clients across the world and offer our expertise in IBM Planning Analytics at very competitive rates in a market where these niche skills are scarce and expensive. We build relationships with our clients and partner with them for greater success.

Our well-established and dedicated support desk operates 24/7 and offers support services for IBM Planning Analytics.



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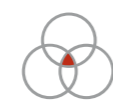
Application Management Service

Our Application Management Service practice is responsible for delivering full application specific support, tailored to fit your unique needs, including:

- ✓ Managed services
- ✓ Hosted solutions
- ✓ Project development and implementation
- ✓ BAU changes and enhancements
- ✓ Upgrades and patches

At the centre of this service is our ITIL aligned Service Desk, providing multi-channel access to incident and problem management support processes.

Benefits



Expertise

- Capitalise from our extensive knowledge base and well-established support processes.
- Supporting the biggest Planning Analytics implementation in the Southern Hemisphere for the last 7 years.



Cost Saving

- No need to recruit, manage or employ specialised resources. With our flexible, affordable, and competitive pricing, we can ensure there is never a disruption in your service.



Service Desk

- Access to a dedicated team of Support Analysts, skilled at resolving service requests within SLA response times, routine enhancements and any Level 1 to Level 3 requests.
- Support analysts will maintain and improve the required system and application documentation.
- Our consultants are fluent in English with exceptional communication skills.
- Seamless integration between our Service Desk and your existing support processes.

Modes of Engagement



Remote Support Service

- Remote support from Venn Cubed using VPN, a remote connection or by sending us a copy of your system, you can leverage from Venn Cubed's internal support processes, systems and reporting procedures.



On Site Services

- Venn Cubed resources can be deployed to your premises, usually within 24 hours for support, minor changes, technical architecture and consulting services.



Complete Application Management

- Venn Cubed manages the application on your behalf, including infrastructure, as a full-service.



Extended Application Support

- Gain all the advantages of "live" single service point of focus with Venn Cubed's 24/7 Extended Application Support.
- When you require an overflow service, our highly qualified performance and business intelligent consultants can provide seamless solutions for your mission critical technical and application issues.

