

EXPERT SERVICE DESK

Too many systems fail due to ineffective support, which is why Rittman Mead is here to help. By choosing us, you are choosing the most capable hands in the industry to manage your data analytics platform.

About Our Service



When we think about data and analytics systems, the cost and effort required to build the system is the dominating factor. Whilst we agree that a successful build is critical, the rest of the life of the system is where the value is realised. Rittman Mead's Expert Service Desk is designed to maximise the value of a system once it has been built, because development is just the beginning.



**15 YEARS OF
RITTMAN MEAD
EXPERTISE AT THE
CLICK OF A BUTTON**



**THE LEADING
ORACLE DATA AND
ANALYTICS PARTNER
ACROSS EMEA**



**97% OF CLIENTS
RENEW THEIR
ANNUAL CONTRACT**

Sign up before 31st January 2022 for 2 months free (based on a 12 month contract term).



Brighton, UK









01273 053956



info@rittmanmead.com
www.rittmanmead.com

OUR CAPABILITIES

-  Application support
 - System & performance monitoring
 - Fault fixing
-  Strategic, advisory and roadmap
 - Health-checks
 - Project planning
 - Architecture and infrastructure
-  Upgrades, installs and patches
-  Access to and support of Rittman Mead IP
-  Team augmentation
-  Training & knowledge transfer
 - Bespoke training
 - On Demand training

With Rittman Mead you can access our whole team of globally recognised consultants, who have over 1000 years of combined experience. Our team is fully accountable and personable. We give you a level of trust and familiarity that you would find within your own team. You can rest assured that we are doing what needs to be done, as efficiently as possible.

With our Expert Service Desk, you are paying for the extensive knowledge and IP of Rittman Mead's fantastic team.

Benefits



**WE AIM TO RESPOND
TO YOUR SUPPORT
TICKET IN 24 HOURS
OR LESS**



**WE GIVE YOU A FULLY
DETAILED REPORT ON
YOUR USAGE, SO YOU
CAN SEE HOW MANY
HOURS YOU'VE SPENT
AND ON WHAT.**



**YOU GET A DEDICATED
ONSHORE JIRA SERVICE
DESK TO ENSURE EACH
TICKET IS TRACKED
AND RESOLVED**

Sign up before 31st January 2022 for 2 months free (based on a 12 month contract term).



Brighton, UK



01273 053956



info@rittmanmead.com
www.rittmanmead.com