


Operational and Support Services



Filoli can help your company experience smooth post-implementation operations, and effectively manage on-going support issues. Our goal is to help you minimize the frustration, loss of production and operational paralysis that can accompany system implementations. With strategic cultural assessment and training efforts, employees can smoothly transition to a new system. Having effective help desk support in place enhances employee acceptance necessary for a successful implementation. Filoli helps you develop specifications and select tools for systems performance monitoring and evaluation. Finally, we assist you with staffing, procedures, and LAN/WAN issues of daily operations.

BENEFITS

Reduce implementation time and costs by planning an easy, seamless transition.

Ensure system stability by designing operational and administrative tools.

Manage costs by designing support services to meet your business needs.

Increase productivity by ensuring efficient and reliable end-user support.

SERVICES

User Support Planning

Filoli assists customers in developing or expanding their existing user support services, in the following ways:

Corporate Cultural Change Assessment

- Strategize a user community transition process that prepares employees for the transition to new business practices and/or information systems. Assess those points that have the potential to be problem areas, and prepare procedures as needed to deal with them.

Training

- Customize a training strategy to meet the specific needs of your organization.
- Incorporate on-line help and on-line tutorial specifications for all application development projects.

Help Desk Support

- Develop and plan effective help desk and user support operations prior to system deployment.
- Facilitate selection of third-party help desk service vendors and integrated help desk products as needed.

Systems Performance Monitoring and Evaluation

Filoli works with your administration and operations personnel to do the following:

Specification Development

- Develop specifications for the measurement tools, probes, data collection and analysis tools used in day-to-day operations.

Tool Selection

- Determine operational systems performance measurement and monitoring tools.

Operational Systems Administration Planning

Filoli's experienced systems administration staff assists in the following:

System Level Management

- We help you project your needs estimate and evaluate staffing requirements for the system to be installed.

Operational Planning

- Develop new operational procedures that address multiple complexities. Formalize failure correction contingencies and plan systems support to assure adequate coverage. Assess and specify support tools.

Distributed Management

- Design and select hardware/software tools to manage a distributed application in a LAN/WAN environment.