

Vignette[®] Managed Services

Product Datasheet

The global economy has increased the pressure to control costs while delivering high levels of service and reliability. Yet organizations must remain flexible enough to quickly respond to business needs. Vignette Managed Services can help you meet these demands by providing superior proactive and reactive application support at a competitive fixed cost. With Vignette Managed Services, your organization can leverage 14 years of experience implementing and supporting some of the world's leading sites.

Vignette Managed Services provides expert 24 x 7 support and maintenance services to ensure your Vignette deployments run smoothly. The service provides a single point of contact for all issues related to your Vignette environment in a high-value, business-focused solution, allowing you to free up valuable IT resources to focus on other business critical tasks.

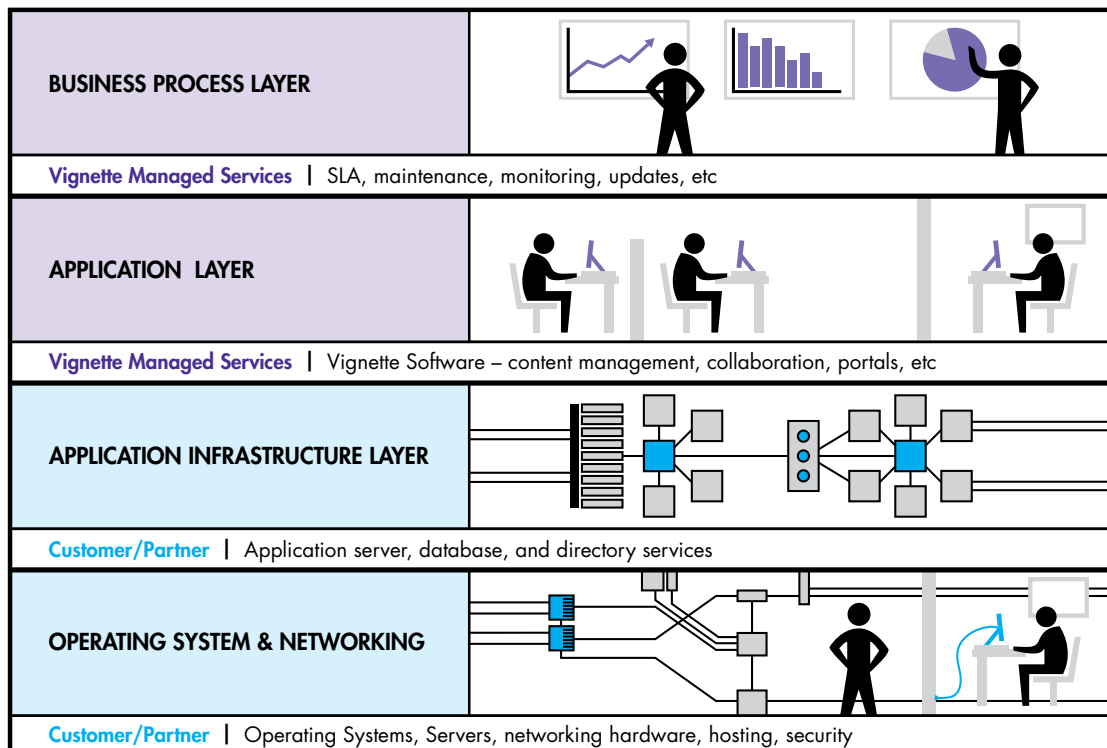
The offering provides a Service Level Agreement (SLA) for user support, problem resolution, reporting, escalation and assistance with patches and maintenance to deliver peace of mind and operational efficiencies.

Leverage Our Expertise

Finding qualified staff to support your Web sites can be challenging and time consuming. With access to the experience and knowledge garnered from supporting hundreds of successful implementations, we have the expertise to help you meet your application support needs. After all, no one knows Vignette software better than we do. And with Vignette Managed Services, you are able to increase the available levels of support without additional internal staff.

Reduce Your Total Cost of Ownership

Besides helping you make your IT budget more stable and predictable, Vignette Managed Services can help you increase levels of support while lowering your overall costs. By "out-tasking" your Vignette application support, you benefit from reduced overhead and lower administrative expenses. In addition, because we share our application support infrastructure between multiple customers, we are able to achieve greater economies of scale and pass along the savings to you. This provides you with cost effective access to enterprise-level support while avoiding the expenses of building the related management and reporting systems.



Achieve Greater Peace of Mind

By having the Vignette Managed Services team actively monitoring your Web sites and Vignette applications, you can rest assured that problems will be prevented whenever possible and any downtime will be minimized. Besides monitoring the logs and application memory levels, our Managed Services team members will regularly perform a variety of proactive maintenance and preventive tasks to avoid problems before they occur, while having the expertise to address and correct any issues identified as promptly as possible. If problems do occur, the Managed Services team will own issues through their resolution, providing regular status updates as specified in your service level agreements. If necessary, they will escalate to Engagement Managers to provide hands-on attention, serve as expert liaisons and ensure that any problems are resolved as quickly as possible.

Increase Your Efficiency

With Vignette Managed Services, you have a single point of contact to address all issues related to your Vignette environment, allowing you to free up valuable IT resources to focus on your core competencies and mission critical processes.

Key Benefits:

- Easier adoption of new applications and processes
- Increased availability and support without increasing internal staff
- SLAs for support and problem resolution (24 X 7, 12 X 7, 9 x 5)
- Reduced costs and operating expenses
- Reduced capital expenses
- Increase flexibility to adapt to changing business conditions
- Make technology budget more predictable and stable
- Enable your internal technology team to focus on core competencies and mission-critical processes

Learn More

Contact your Vignette Sales Executive or Professional Services Territory Director for more information about how Vignette Managed Services can help you achieve the goals of your organization. Also, visit our Web site at www.vignette.com/managedservices for additional details.

