MANAGED **SERVICES** SUPPORT

Optimize your system performance with timely and knowledgeable help when you need it.

Our goal is to ensure your asset management systems perform to the same standard that you expect of your assets – minimal unexpected downtime and a strong return on investment.

Our Managed Services Support is an ITIL-aligned technical support service that helps asset-intensive organizations achieve and maintain a high performing asset information ecosystem.

Our experienced team assumes the day-to-day responsibility for a defined set of services across the supported environment – from getting you back up and running as soon as possible when things go wrong, to fulfilling simple service requests and actively monitoring for performance exceptions.

Your authorized staff can contact our Service Desk team via phone, email or online. Our response and resolution targets will be detailed in a Service Level Agreement, with monthly reporting of performance.

THE COSOL DIFFERENCE

- Flexible delivery options
- Extend your team with specialized skills on demand
- Fair commercial models, so you never feel like you have to 'use it or lose it'
- 20+ years assisting asset-intensive organizations.

> We've been more than happy with the services we have received which extend beyond IT. We view the managed services support team as part of our own.

A national utility organization
Asia Pacific
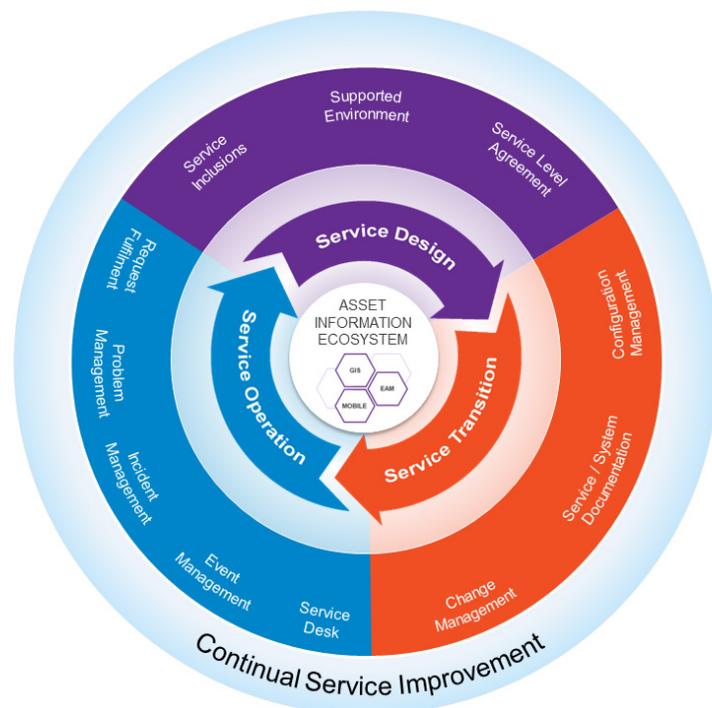
SERVICES SUPPORT **OPTIONS**

SERVICE INCLUSIONS:
- Service Desk
- Incident Management
- Problem Management
- Request Fulfillment
- Event Management

FLEXIBLE DELIVERY OPTIONS:
- Business hours or 24/7/365
- Level 2/3 support
- Remote or Onsite delivery
- COSOL's ticketing system or client's own system

Our Managed Services Support offers specialized, higher-level technical support for asset intensive organizations worldwide.

With over 10 years of IBM Maximo specific expertise, we can extend your team with our specialized skills on demand.

SUPPORT SYSTEM COMPETENCIES:

Asset Management
- IBM Maximo
- IBM MAS
- IBM Maximo Anywhere
- EZMaxMobile
- EZMaxPlanner
- RedEye DMS
- SAP
- Ellipse

Geospatial
- Esri ArcGIS Enterprise & ArcGIS Online
   - Geodatabases
   - Configured Apps/WebApps/Dashboards
   - Web Services
- Geocortex
- Schneider ArcFM
- Java Script Viewer

Integration
- Maximo Integration Framework
- webMethods
- Boomi
- FME
- Python
- GeoWorks Sync

LEVERAGE OUR EXPERTISE

We are a global leader in digital transformation and data exploitation with more than 20 years' experience partnering with asset intensive organizations.

In 2020, we acquired a leading North American provider of managed services, hosting and application support for asset intensive industries (formerly AddOns, Inc). In 2021, Clarita Solutions joined COSOL, bringing asset management system implementation expertise to the group. As certified IBM Gold Partners, Clarita are our IBM Maximo implementation specialists.

Together as COSOL, we have the technical expertise, industry knowledge and global experience to deliver best-of-breed solutions that drive quantifiable business improvements for asset intensive organizations worldwide.

Connect with our team at MaximoWorld on 'Tower #12' or www.cosol.global/maximoworld

THE COSOL GROUP
- COSOL North America
- COSOL Asia Pacific
- Clarita Solutions
- Work Management Solutions

COSOL Ltd is an ASX-listed company. Learn more at www.cosol.global

COSOL