

Premium Support Agreement - iManage

Overview

A Premium Support Agreement (PSA) will allow your organisation to continue with direct access to the OIA support team for standard maintenance support, as well as provide premium support services such as “hands on” troubleshooting of support issues, monitoring & alerting and basic administration.

An OIA PSA is a fixed price agreement which covers support over and above the standard iManage Maintenance agreement, allowing our clients access to comprehensive additional support services plus features such as monitoring & alerting and 24x7 support (optional).

What does the PSA include?

- > Access to the OIA support desk via telephone with tickets raised via the OIA support portal through customer champion(s) or outsourced IT provider / internal IT resource
- > Access to OIA’s ticketing system
- > Basic iManage Administration activities on request
- > Hands on review & troubleshooting where required
- > Hands on implementation of configuration changes
- > Installation of critical server patches or updates where required for issue resolution (*not including system or component upgrades)
- > Recommendation of client patches or updates where required for issue resolution (*assistance with deployment or validation of client updates can be quoted as needed)
- > Identification & handover of non-iManage related issues
- > Installation/updating of signed certificates (provided by the client) on the iManage Server components (as appropriate per on-premise, iManage Cloud or OIA Cloud)
- > Quarterly online meetings to discuss upcoming releases, known product issues, ticket reporting
- > Troubleshooting of agreed integrated products

What are the benefits of a Premium Support Agreement with OIA?

- > Budget ahead for day-to-day support requirements
- > Fill the support & maintenance gap
- > Eliminate quote/approval cycles for small pieces of work
- > Hands on troubleshooting
- > General administration assistance
- > Proactive monitoring & support
- > Reduce reliance on internal IT for iManage related issues.



Monitoring & Alerting

Monitoring and alerting improve reliability, through proactive notifications of what needs to be fixed, before employees and customers are impacted

- > Core services and logs
- > Infrastructure
- > Notifications

Why Partner With OIA?

> **Strong Reputation**

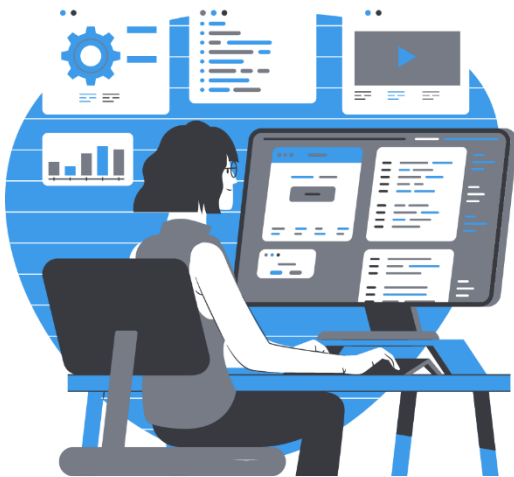
OIA has been deploying backup solutions to its customers for over 20 years and is constantly evolving its solutions to take advantage of current technology and industry trends.

> **Scalable**

OIA will ensure any solution meets your needs today but just as important, is capable of scaling as your business grows.

> **Compatibility**

There is no silver bullet, every business has different needs now and into the future. OIA will determine the best solution based on your specific capabilities.



What else can OIA Do?

OIA partners with industry leading vendors to deliver best of breed products which we use to tailor solutions that meet your specific business needs:

> **Business Process Automation and AI**

OIA harnesses the power of automation, AI learning, dynamic reporting, and content building to drive substantial enhancements in business processes. Partnering with leading vendors like iManage, Microsoft, DocuSign, Adobe, WorkflowGen, Litera, and Smarter Drafter, and backed by our extensive industry experience, OIA customises solutions to optimize ROI and elevate KPIs for businesses across diverse sectors.

> **Security and the Essential Eight**

OIA are Australian Cyber Security Centre (ACSC) Partners and assist businesses to understand their contractual obligations and security governance requirements (Government, Insurance, Privacy). OIA audit and implement solutions required to meet the relevant maturity models desired. A second opinion on your current environment can only confirm your compliance at worst or highlight areas that may need to be addressed.

> **Procurement and Support**

OIA partners with leading vendors including Microsoft, HP, Dell, Sophos, Synology, Veeam, Cisco, Aruba, IBM, APC to deliver products and solutions for your specific business needs. Our highly experienced consultants work with you to ensure these needs are thoroughly understood before recommending the best solution for the job. OIA provides full support with tailored Managed Service Agreements making OIA your complete IT partner.

About OIA

OIA's Consulting and Professional Services team are able to deliver a full-service model, encompassing Strategic Planning and Procurement through to Implementation, Asset Management and ongoing support through ad hoc or managed services. Supported by a team of qualified professionals and a comprehensive best-practice library.

Visit www.officeinfo.com.au or contact us on +61 8 9223 1700 for more information. [Follow OIA on LinkedIn](#) for important updates and news.