

Kelverion

Runbook Support Service

Call Off Consultancy Services

Kelverion offers support and guidance services to customers and partners on all aspects of IT Process Automation. Kelverion have implemented many large and complex automation implementations and have a huge amount of experience in setting up and tuning Orchestrator and Azure Automation environments and Runbooks for optimum performance.

If you have built a series of runbooks and they are not performing correctly, or as speedily as you would like, or you are having platform reliability issues and you are struggling to diagnose the cause or you require ongoing support or guidance on the runbooks you have deployed, then our Runbook Support Service would be your solution.

Runbook Support Services

The Runbook Support Service is a flexible offering where customers engage as required to cover Runbook support issues, implementation guidance or solution design and architecture.

Service provides 24 hours call off per quarter (hours not used in the quarter will expire at the end of the quarter). Call off is booked as a minimum of a one hour session per request.

The customer will receive a report after each engagement documenting tasks undertaken and hours used.

The service is ordered and invoiced in advance.

Services are delivered remotely; by phone, email or web conference.

Requests for Runbook Support are raised to RunbookSupport@Kelverion.com and on receipt Kelverion will confirm resource availability and schedule the delivery.

This is the standard offering, if you have different requirements, we can create a custom offering.

Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at <http://www.kelverion.com>



Cloud & Hybrid Automation Experts