Kelverion

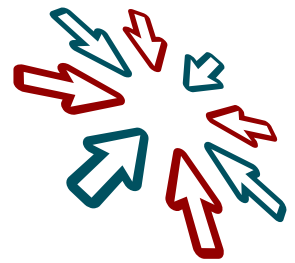**Automating Infrastructure Management**

Kelverion Runbook Support

Diagnostic Services and Call Off Support

Kelverion offers support and guidance services to customers and partners on all aspects of IT Process Automation.

Kelverion have implemented many large and complex Orchestrator implementations and have a huge amount of experience in setting up and tuning Orchestrator environments and Runbooks for optimum performance. Our consultants have 3 or more years of Orchestrator implementation experience.

If you have built a series of runbooks in Orchestrator 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 find a solution, then our diagnostic service could be your solution.

If you require ongoing support or guidance on the runbooks you have deployed, then our call off support service would be your solution.

Diagnostic Services

The diagnostic service goes beyond what is offered by a traditional Orchestrator support engagement as we look not only at Orchestrator but also at the under lying infrastructure hosting the tools. Often poor performance is due as much to the environment as to the runbooks themselves.

We offer short services engagement solutions (typically 5 days) where one of our consultants will visit and work with you to determine where the fault is occurring, why workflows are performing slowly and investigate the platform environment you have in place.

Our consultants will then make a series of recommendations on how to resolve your problems and improve the performance and reliability of your installation.

Call Off Support

For Customer's looking for a formal and regular remote Orchestrator support and guidance service we offer our Call Off Support Service.

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

The service is tailored to the level of support you require and the flexibility in using the time purchased.

Support contracts have for example covered:
- 1 or 2 days support every month for a 12 month term
- 8 – 10 hours call of consultancy per month on a 12 month term

Whether you choose our Diagnostic or Call Off Support Services, we can help deliver the improvements or full implementations via our on-site consulting services.

Microsoft System Center 2012 Orchestrator

Orchestrator is part of Microsoft System Center 2012 suite, which provides solutions to manage both Microsoft and non-Microsoft Infrastructure covering event management, configuration management, virtual machine management, service management and IT Process Automation.

Find out more at Microsoft System Center

Kelverion

Kelverion offer Integration Packs and Runbook Solution to enhance the Microsoft System Center 2012 Orchestrator product, Orchestrator implementation services and Orchestrator Training Courses.

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

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