

# Maximo Managed Services

## Solution Overview

Are the daily tasks of maintaining Maximo preventing you from using the software to its full potential? Do you have new personnel on your team still honing their skills? Allow Aquitas Solutions to alleviate these challenges by providing the Maximo help you need. Expedite turn-around on both critical and routine tasks as you collaborate with a technical expert to develop specifications and deploy configurations and enhancements. Gain the added benefit of an assigned Account Manager. Allotted hours are tailored to address your unique needs and satisfy in-house resource gaps. In addition, this personalized process helps to mature your staff and facilitate the useful transfer of knowledge, resulting in the continued success of your Maximo solution.

### HOW CAN THIS HELP ME?

- Routine enhancement requests
- General system admin
- Data loading
- Report writing
- Workflow design
- Automation Script development
- Security Group management
- Staff augmentation

## PLAN LEVELS



**15 Hours per Quarter**

**8 Business Hour Response  
Time for All Priorities\*\***



**45 Hours per Quarter**

**2 Hour Response Time for  
Priority 1\***



**120 Hours per Quarter**

**2 Hour Response Time for  
Priority 1\***

Plan	Included Hours Per Quarter	Response Time	Included Features	Terms
Silver	15	All Priorities 8 Business Hours**	-Unlimited access to Maximo Self-Service Portal to open new and view current Service Requests	-Unused hours do not roll to the next quarter but future contract hours can be used in earlier quarters*** - Additional hours per plan are billed at \$225/hr
Gold	45	2 Hours for Priority 1* 2 Business Hours for all other Priorities**	- Email and phone options to create Service Requests - Assigned Account Manager	- Plans require yearly, upfront payment -Integrations, Java Customizations, IT Infrastructure changes, or requests for more than 40 hours of work per month require a separate SOW
Platinum	120	2 Hours for Priority 1* 2 Business Hours for all other Priorities**	- Upon request, summary report detailing hours, costs, and daily work	-Does not replace or overlap with IBM Support, Aquitas Hosting, or Aquitas SaaS support
<p>*Priority 1= Production system unavailable for more than 5 people  **Business Hours are M-F 8am-5pm ET, excluding US government holidays as indicated in Service Level Agreement (SLA)</p> <p><b>***Hours can be used at any time within the year if a 3-year agreement is signed</b></p>				
Contact Aquitas for Plan Pricing				

**CORPORATE HEADQUARTERS**

300 Colonial Center Parkway, Suite 100  
Roswell, GA 30076

**PHONE**

678-222-3462

**EMAIL**

info@aquitas-solutions.com

**WEBSITE**

www.Aquitas-Solutions.com

