



## Enhance Your Aurea Solution with World Class Professional Services

Aurea CX Monitor Business Value Acceleration Propack

Your customers are making decisions faster than ever across the increasingly complex array of systems and applications that power your business. As innovations in technology raise customer expectations for a seamless user experience, the most frustrating outcome is to be bogged down in broken, unresponsive, or limiting systems. To move the needle to 100% uptime, comprehensive IT monitoring solutions are more essential than ever.

Aurea Propacks are designed to deliver the professional services you need to optimize your monitoring infrastructure to ensure peak performance, so you can create seamless customer experiences on every channel. Where traditional professional services solutions are expensive, unpredictable, and provide inconsistent resource quality, Aurea Propacks eliminate risk, improve quality and remove unwanted financial uncertainty.

The Aurea CX Monitor Business Value Acceleration Propack lets you meet all of your IT system monitoring enhancement needs. You'll be able to advance your capabilities with Professional Services offerings designed to let you adapt and monitor your infrastructure at the pace and scale you demand. It's the most cost-effective and flexible way for CX Monitor clients to realize their business and technology goals.

### Results-oriented approach to simplify services engagements

The Aurea CX Monitor Business Value Acceleration Propack includes a flexible, preset quantity of Service Request points to spend each quarter, however you see fit. Use requests for the specific services you need – and if you spend them all, it's easy to buy another Propack with the same benefits.

### Expand your monitoring insight with the right Professional Services

The Aurea CX Monitor Business Value Acceleration Propack includes a broad variety of services that clients can configure to meet specific quarterly goals, including configuration and installation of new systems for monitoring. They can also help you tackle larger initiatives, like new release installation and testing.

## THE AUREA CX MONITOR BUSINESS VALUE ACCELERATION PROPACK INCLUDES:

### System Administration

- Database maintenance

### Issue Resolution

- Defect or issue analysis
- Defect fix for custom interceptors, plug-ins, transformations, and security policies

### Release Installation

- Release installation in test and/or production environments

### Application Configuration

- Configuration, instrumentation, and installation of new system nodes
- New custom interceptor/plugin, transformations, security policies implementation
- Report creation or modification

### Other Services

- Create new or update existing system documentation
- Documentation on implemented configurations and plug-ins
- Document implemented integration or flow

The Aurea CX Monitor Business Value Acceleration Propack provides a simple, cost-effective way to advance and enhance your Aurea solution, and get the best out of your technology.

## Aurea Propacks for speed, simplicity, and quality

### Accountability

Aurea is accountable for delivering results for each Service Request. Our cross-functional team of subject matter experts and engineers guarantee project success.

### Simplicity

Propacks benefit from accelerated project initiation, and simplified administration and reporting during delivery.

### Flexibility

Service Requests can be used for any work you need. It's easy to accommodate changes in strategy and priorities.

### Value

Propacks provide a fixed-price alternative, and utilize highly scalable experts and engineers to deliver more value-per-dollar than traditional on-site services approaches.

### Expertise

A dedicated Delivery Manager orchestrates delivery, engages the right SMEs, and ensures business continuity.

Interested in learning how Aurea Propacks can help you advance and enhance your business?

Contact us now >



Experience Success.

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