



# Managed Services

Powered by **Integrass**



Let iSportz take care of routine administrative tasks and system optimization, allowing you to focus on the growth and success of your business. Benefit from regular access to a dedicated Product Expert, ensuring our expertise keeps your configuration efficient.

Managed Services			
	Total Duration	Time Frame	Cost
Bronze	20 hours	Per Month	\$1000
Silver	40 hours	Per Month	\$2000
Gold	80 hours	Per Month	\$3500
Custom	Please contact us		

\*\* Annual Contract Required

## What's Included:

### Administrative Activities

- ▶ User Changes and Specific Additions
- ▶ Support for Third-party Apps,
- ▶ Automation & Personalized Objects
- ▶ Weekly Status Reports
- ▶ Ticketing System

## Configuration

- Designing Solutions for Unique Scenarios
- Setting Up and Deploying New Features
- Third-party App Setup
- Report Generation for Stakeholders

## Optimization

- Identifying Setup and Process Inefficiencies
- Proactively Recommending and Implementing Improvements
- Enhancing User Experience
- Providing Ongoing Best Practice
- Coaching to Ensure Scalability

## Engagement Model

- Monthly allocation of hours
- Dedicated resource: iSportz Product Expert
- Communication methods: Email and Online Conferences
- Service Level Agreement (SLA): Guaranteed first response time of 24 hours
- Coaching to Ensure Scalability

We offer a range of pocket-friendly pricing options! Get in touch with your dedicated account manager or shoot us an email at [info@isportz.co](mailto:info@isportz.co)