

Maximize the value of your Magnitude Reporting & Analytics Solutions

# Managed Services

for Magnitude CPM Products

**Whether you have a new implementation, are looking to reprioritize your own valuable internal resources, or have staff turnover, Magnitude Managed Services bring stability and consistency to your Magnitude Noetix or Magnitude RapidDecision solution.**

**Confidence in the reliability and performance of your Magnitude CPM solution allows end users and IT teams to concentrate on using the solution to maximize value from it.**

## Key Benefits

- Increased system stability, performance and uptime
- System monitoring for fast response times
- Expert resources – highly experienced product specialists around the globe maximize coverage across time zones
- Reduced risk – protection against loss of knowledge associated with staff turnover
- Cost-effective – reduced internal requirements and predictable costs
- Flexibility – easy access to wider resource pool for development tasks

Learn more about how to maximize the value from your Magnitude systems. Email us at [managementservices@magnitude.com](mailto:managementservices@magnitude.com)

## Managed Services Coverage

Three service levels allow us to tailor our managed services to your unique system configuration and requirements.

### Application Administration

- Daily monitoring of all systems
- Investigation/remediation of errors on ETL jobs, analytics workflows and/or table/Marts as applicable
- Magnitude NoetixViews regenerations as applicable
- Management of all support incidents – single point of contact
- Administration of security setup
- Data latency checks for RapidDecision using our Heartbeat utility



### Application Management

- Management of Change Promotion
- Application of patches
- System migrations to new hardware
- Basic performance tuning
- Regular Health Checks on all systems
- Upgrade assistance

### Application Development

- Easy access to consulting team
- Report development and tuning
- Delivery of product customizations and extensions
- Extended performance tuning

## About Magnitude

Magnitude Software leads the way in delivering corporate insights for digital transformation with solutions that tackle the growing problem of data fragmentation in organizations of all sizes. Magnitude's portfolio of products includes: pervasive connectivity, master data management (MDM) and pre-packaged analytics solutions for corporate performance management (CPM). For hundreds of thousands of users around the globe, the Company's software and solutions drive real business results while reducing operational cost and risk.

For timely corporate performance insights based on your business needs, turn to Magnitude. Contact us today at [info@magnitude.com](mailto:info@magnitude.com) or **1.866.466.3849**. Visit our website: [www.magnitude.com](http://www.magnitude.com)