



Support Services

KWA Support Services

KWA's support services provide clients with bespoke support solutions tailored to meet specific client needs. We provide global business and technical support in 4 key areas:

- **Full application support** of the Openlink product implementation and Openlink interfaces
- **End of Day (EoD) services**, covering operation, monitoring and error resolution
- **EoD and intraday incident management**, proactive monitoring and issue resolution
- **Release, testing and deployment services**, for fixes and enhancements

Our support services offering is differentiated from other consultancies in that we provide SME-led staffing models that can make an important difference to client teams. As a specialist Openlink consultancy we do not hire offshore generalists to support different applications. Our offshore office has integrated access to the same company-wide expertise that delivers our clients most complex projects.

“We provide bespoke expert led support solutions tailored to meet specific client needs”

Our primary objective in providing an expert led support offering is to provide an integrated service to clients and ensure the level of quality and communication is consistent whether utilising services from our UK, US or offshore offices.

Our support model is proactive in nature. At KWA we want to improve the long-term client experience of the Openlink application. Our approach includes:

- **Business and technical analysis** – Our support resources are able to have expert conversations with client business teams to determine whether an issue is functional or more technical.
- **System health monitoring** – We proactively monitor error logs and that any required Openlink services are running and operating correctly to prevent issues before they happen

- **Interface monitoring** - We proactively monitor and resolve interface issues such as missing data or prices that will impact the Openlink applications operation
- **Issue monitoring** - We proactively monitor for operational issues, such as missing simulation results to prevent follow on issues
- **Root cause and impact analysis** – We always identify the root cause of an issue and assess the impact of any fixes on the wider implementation

Our support services team is located in Noida - India, and is supported by our onshore offices. We can provide support coverage in a number ways including 24/7, 24/5, on-call out of hours and pooled support teams, depending on client requirements.

We additionally maintain a wide range of Openlink and non Openlink technical skills, to provide support of the clients wider Openlink ecosystem and applications developed by KWA. These including **APM, TPM, Report Builder, Connex, OpenJVS, OpenComponents, AVS, DMS, Microsoft SQL server, SSIS, SSAS, SSRS and Tableau.**

We also invest heavily in the quality of the process and the overall client experience, including:

- **Automation** - We are process orientated and have a focus on building automation tools to reduce human error where possible. We also validate that processes are being followed to eliminate complacency over time.
- **Key Performance Indicator (KPI) and Service Level Agreement (SLA) reporting**, that can be accessed and analysed by the client
- **Disaster Recovery (DR) and Business Continuity Planning (BCP)**, we plan for the unexpected and can maintain client support in the event of disruption
- **Quality reviews** - Onshore and offshore reviews are integral to our service delivery model.
- **Communication** - We develop close communicating groups between our internal offices, the offshore teams and client teams, and the KWA and client leadership team.

“Our primary objective is to provide an integrated service, with no loss of quality or expertise”

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