ITaaS: Process

Allari's has been providing technology support services to customers since 1999. In that time we've learned what companies really want from an IT support provider, along with what they don't. From this understanding we developed our **consumption-based**, IT-as-a-Service (ITaaS) support model which provides customers with the exact amount of service they need.

Our ITaaS solution supports IT functions including :

- SYSTEM/DATABASE ADMINISTRATION
- APPLICATION SUPPORT & CONFIGURATION
- CUSTOM SOFTWARE DEVELOPMENT
- BI CONFIGURATION & REPORT DEVELOPMENT
- DISASTER RECOVERY PLANNING & CONFIGURATION

ITaaS Process

1 Real-Time Elasticity
2 Shared-Team Knowledge
3 Follow-the-Sun Availability
4 Defined & Documented Procedures
5 End-To-End Service Management
6 Continuous Communication
7 Operational Intelligence
8 Quality Assurance
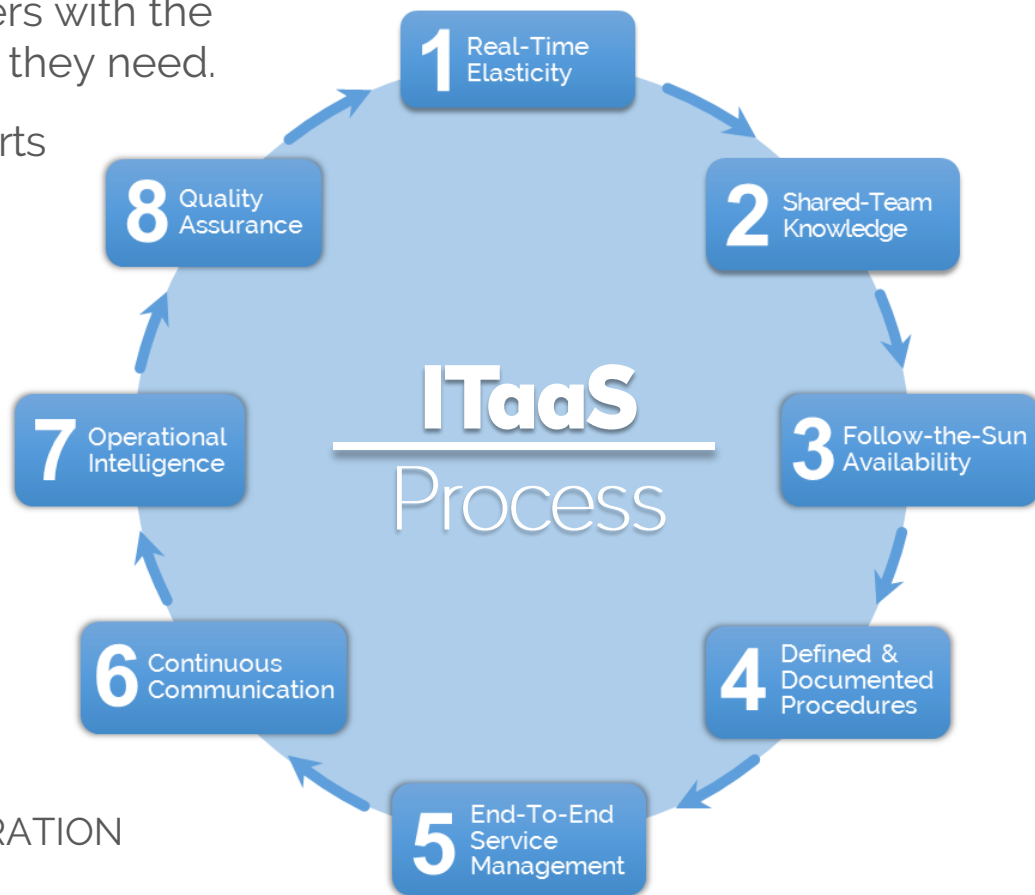
The delivery of Allari's on-demand, ITaaS support solutions follow an 8-step, interconnected process designed to ensure customers receive incredible support during each stage of service delivery.

On the next pages we'll explore how these eight steps benefit customers using our ITaaS approach.

ITaaS: Process

1 Real-Time Elasticity

• Scalable
• Flexible
• Cost Effective

Allari's "as-a-Service" approach to IT support doesn't lock you down to long term contracts with flat-rate pricing and narrow scopes of service. Instead, we offer an elastic, consumption-based IT support solution which continuously scales to the current capacity demands of the business. Whether as a short term option to resolve production bottlenecks for existing in-house teams, or as a full time approach for accessing the technical support and expertise you need, the ITaaS model ensure you access to the right resources at the right time while never paying for support when you don't.

Our ITaaS model uses a "Shared-Team Knowledge" approach when it comes to service delivery. After initial receipt and triage, your request is dispatched to a member of our team with the specialization required to properly execute your service item. Our unique Service Desk application enable members of our team to connect and collaborate on solutions to your needs in real-time. This team approach also allows for parallel productivity on your requests when demands on the organization are high.

2 Shared-Team Knowledge

• Diversified Specializations
• Collaborative Work Environment
• Parallel Productivity

Allari's Service Desk is staffed and ready to execute your system needs 24/7. Our office locations in the US, South America and Asia, allow us to smoothly transition service requests from team to team as needed so we can deliver your need as quickly as possible. Our around-the-clock availability also makes our ITaaS support an ideal option for performing after-hour and weekend IT tasks such as maintenance, backups, and system updates, thus removing the burden from in-house staff and letting them focus on higher-value initiatives.

3 Follow-the-Sun Availability

• 24/7 Availability
• Global Presence
• Off-Hour Task Execution

An organized approach to task execution is the bedrock to a stable IT environment which is why Allari uses the ID² method to continually collaborate with our customers to define and document any task we will be performing in advance. Once tasks are mapped out, they are stored in a customer-specific, secured SOP library along with being incorporated into our Service Desk application prompting our technicians with an auditable, step-by-step guide for executing your requests consistently and uniformly each time.

4 Defined & Documented Procedures

• Predictable & Consistent
• Continuous Alignment
• Customer-Specific SOP Library

ITaaS: Process

8 Quality Assurance

- Activity Review Process
- Fully Auditable Accounting
- Continuous Service Improvement

Following the completion of each IT activity performed by our technicians, tickets go through a review process designed to identify any service delivery anomalies and ensure all information is accurate for reporting. Regular internal audits help Allari to measure our own performance and capitalize on areas of opportunity for service improvement. Additionally, all service records are available to our customers for auditing purposes and to comply with any regulatory compliance events which may arise.

7 Operational Intelligence

- Detailed Service Category Reports
- Process Improvement Insights
- Budget Control Analytics

Task-specific analytics are captured throughout the service delivery process which provides insights into each activity's direct impact on the operational budget and spotlights procedures which may benefit from improvement.. Additionally, our budget controls provide alerts if your service requirements change over time. This information, along with quarterly reviews of our support efforts provide customers with the comprehensive data and valuable insight needed to make empowered decisions related to their operations process and needs.

6 Continuous Communication

- Closed-Loop Communication
- Request Classification
- Known-Error Database

Following Closed-Loop Communication principles, Allari uses tickets as the centralized data store for all communications related to a request or incident. Request/incident classification, resolution pathway and total time investment for each activity is transparently available in real time. while status alerts keep the customer aware of their ticket's progress each step of the way. Data from incidents also gets compiled into general and customer-specific Known-Error databases for quicker resolution to future system issues.

Whether using our ITaaS solution for System & Database Administration, Customized Software Development requests, Application Support or Business Intelligence Configuration, each activity performed by Allari is overseen by a Service Manager to provide the customer a single point of contact and ensure requests are completed as expected each time.

5 End-To-End Service Management

- Single Point of Contact
- Proactive Prevention
- Complete Satisfaction