ITaaS Engagement Programs

I.T. As a Service (ITaaS)

12/12/23

Agenda

1/1/2024

01. Introduction

02. What is an ITaaS on Demand Service Delivery

03. ITaaS Qualifying Requirements

04. Why ITaaS and How to Position



SHI ITaaS On Demand (FIXED) SOW – New for 2024

ITaaS is an on Demand Support Services in Design, Engineering, and Operational delivery model that profiles customer's business & technical requirements to execute remote support services within respective technology domain, overall solution requiring integration and third-party interoperability efforts. Typical areas of support are as follows:

- Peer-Review & Configuration Assistance
- Preparation, Planning, Staging and Implementation services
- Site Reliability Engineering (SRE)
- Migration, Cutover Maintenance window support
- Design, Architecture Validation, High-Level/Low-Level & As-built documentation
- Troubleshooting & Root Cause analysis
- Business Impact Analysis, Assessment & Readiness Services
- Optimization and improvement services
- Customized day 2 operational training, shadowing, engineering mentorship

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ITaaS Qualifying Requirements

ITaaS Minimum Entry:

- One-hundred Engineering & twenty-five Project Management hours
- 100% Due upon mutual SOW execution
- ITaaS SOW is valid for six months
- NOTE: Averages out to 4 hours a week customer can apply towards all Design, Engineering, and Operational activities

ITaaS Maximum:

- Any ITaaS SOW beyond two-hundred and above will qualify to be valid for one year from mutual SOW execution
- PM hours will be calculated at 25% of total Engineering hours

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Why ITaaS

Why ITaaS:

- Bucket of hours approach has no deliverables and or defined scope allowing for flexible support model, typically constrained by traditional SOWs with “Out of Scope” definition
- Addresses real world design, engineering, and operational pain points of the business
- Provides customers another layer of resilient support services for “keeping the lights on” efforts
- Adds another layer of Risk Mitigation to the business regarding resource constraints, project freeze and/or layoffs
- We will support any third-party integration and/or interoperability pertaining to the entire solution putting ownership on us to provide a virtual-bench of resource specific expertise specific to customer’s business logic & technical solutions
- Inherit virtual bench of expertise supporting entire solution tied to Technology domain supported in ITaaS
- Can use ad-hoc bucket of hours towards customized training specific to customer’s engineering project(s), day 2 operational specific training, shadowing and mentorship services

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How to position ITaaS

How to position, a tactical and strategic approach:

- Engage with customer in conversations that align with their design, engineering, and operational challenges to position ITaaS on Demand as a solution to address their top technology issues
- Once in account and providing ITaaS value add, we will be in a better position to gain visibility in recommending additional solutions for upselling to provide further value.
- Any unused hours can be transferred to mutually agreed technology domain with a simple no charge change order
- Customer has flexibility to utilize their bucket of hours for any day, evening and/or weekend cutover work
- There is no standard time and a half overtime charge for evening and weekend work

Q & A

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Thank You



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