



# Managed Services

## We make it **easy** and **affordable**.

Using a DevOps approach, we support your digital assets. You can free your IT "super heroes" to work on strategic projects and innovative ideas rather than maintain applications. All of this bundled in a Support Plan at a fixed monthly fee.

## Our Vision

We take care of your Applications and Platform runtime.

### Partnership

With your business

**Lower the platform TCO** with an affordable service and predictable monthly fee

**Improve Service Quality** by quickly solve application incidents, keeping end-customers engaged

**Available Resources** only when required

**Flexible SLAs contracts**

**24/7 Application Support** (optional)

### Alliances

That boost our practice



### Certifications

To prove our Expertise

**OutSystems PlatformOps**

**OutSystems DevOps**

**ITIL v4**

**Elastic**

**ISO 27001**

**ISO 9001**

**With 15+ years of experience**

in OutSystems development and platform maintenance

# Our Managed Services

Provide our customers the best **Support Plan** bundle with the right service level.

## Start

Start off strong with a solid foundation.

Ease up your production concerns with the issue resolution.

- ✓ Customer Support
- ✓ Platform Governance
- ✓ Application Lifecycle

## Transform

Focus on efficient growth, with the advantage of the extended issue resolution.

Innovate faster with standard trends and insights that monitoring brings.

- ✓ Extended Customer Support
- ✓ Platform Governance
- ✓ Application Lifecycle
- ✓ Monitoring & Observability

## Expand

Expand cross the entire organization, having us there to support you.

Proactive and personalized services.

- ✓ 24/7 Customer Support
- ✓ Platform Governance
- ✓ Application Lifecycle
- ✓ Monitoring & Observability
- ✓ Development capacity \*\*

### What is it

#### Customer Support

Application interruptions are kryptonite for customer satisfaction. Whenever there's an impact on service availability, performance, or security, you want it to be restored as quickly as possible.

### How we go about it

Identify and correct problems  
Minimize the impact of issues  
Restore normal service operation  
Route-cause analysis, resolution and report

#### Platform Governance

The OutSystems Digital Factory: Your custom-built digital road for secure business information flow. Plan, build, maintain, and secure your route, just like a physical road, ensuring seamless data transfer.

Maintenance and Upgrade plans execution  
Continuously monitor and manage events  
Security health check  
Infrastructure optimization  
IT user management

#### Application Lifecycle

With the move towards CI/CD, the rate of software delivery continues to accelerate, and risk increases with it. We use agile methodologies to plan, schedule, control dependencies and software builds.

Control software deployments  
Application Support for critical events  
Architecture health check  
Control of shared components  
Development capacity \*\*

#### Monitoring Observability

You can't manage what you don't measure. With your service expectations front and center, we provide a holistic view and proactive approach, before the promises of your business applications are affected.

Check performance, availability and errors  
Proactive Issue Detection for Alerts and Trend Analysis  
Continuous improvement  
Overview with dashboard interfaces

\*\* Development capacity meant to address small RFCs, acquired separately.

## Curious about all our Managed Services?

Reach out to [sales@product-league.com](mailto:sales@product-league.com) or visit us at [www.product-league.com](http://www.product-league.com)