

MANAGED SERVICES: **YOUR PATH TO OPERATIONAL SUCCESS**

WHY MAINSPRING?

Mainspring, an Epic company's, Managed Services is your Middle Office's strategic partner for ongoing, real-time dedicated support beyond go-live.

Leverage our expert support services to ensure your organization effectively manages contracts or quotes, reduces risk, and optimizes your contract-related processes.

With a team of experienced professionals and a deep understanding of CLM and CPQ software, we provide end-to-end assistance to help you get the most out of your technology investment. With our support, you can drive better outcomes, save time and resources.



END USERS

- Support Desk for immediate answers and help throughout the process
- Refresher training courses and webinars to help existing users and new hires
- Administrative team to close related configuration requests



SYSTEMS

- Maintain current configuration to ensure it is always current to requirements
- Research, resolve, and close identified defects
- Add additional functionality overtime to expand on technology maturity



LEADERSHIP

- Proactive analysis to discover how technology and the processes are being leveraged
- Dashboards reports and analysis of help tickets to support informed decisions
- Dashboards of targeted KPI's for value realization and key business outcomes

OUR SERVICES & METHODOLOGY



- Each service type follows its own SLA to manage priority
- You drive the chain of approval required to ensure the right governance is applied
- A monthly ticket analysis is provided to understand the types of inquires and adherence to SLAs
- Mainspring will align with you on a volume of monthly services hours to staff for

End User support to provide ongoing training and guidance

Configuration assistance to master the main intricacies of a new application

Functionality assistance to help your administration team transition to a new solution

KEY BENEFITS

Avoid user fatigue and program inertia by harnessing the power of Mainspring. Our Managed Services offerings transform your Middle Office into a robust, agile, and user-friendly environment, reducing risk, time, and costs.

Choose from a blended team of onshore or offshore resources tailored to your specific needs, and ensuring optimal support based on transaction volume, complexity and desired level of engagement.

