



Logic Trends Operational Support Services (OpSS) Provide Value & Peace of Mind

Why Logic Trends OpSS?

From post-production support and maintenance to preemptive security and performance reviews, Logic Trends offers a variety of options to meet your operational security, identity and access management support needs. Our service options allow your organization to benefit from recognizing maximum up-time for critical business systems and applications, and reduced IT lifecycle costs. In addition, our team of security and IAM experts can provide strategic planning, annual health check and performance monitoring/optimization to ensure that you are receiving the maximum value from your IAM investment.

Choose the Plan that Best Fits Your Needs*

Regardless of the level of support you need, Logic Trends OpSS Services offer 24/7 Help Desk access for any environment, such as Production, Disaster Recovery, QA/Test, and Development. Logic Trends can even offer invaluable onsite support as needed (additional charges apply):

- **OpSS Economy Plan** - the essential support services you need for up to 2 registered users.
- **OpSS Basic Plan** - built for organizations that simply need incident support, this cost-effective option allows up to 3 registered users and includes 10 Support tickets/month.
- **OpSS Extended Plan** - with up to 4 users and more service coverage, this proactive support bundle also features:
 - **Upgrade Maintenance Package** - Includes patch and hot fix installation and one minor Software Vendor release per year. (Upgrades that are a full version or beyond require a separate statement of work.)
 - **Annual IAM5™ Health Check Assessment** – Receive a thorough evaluation that identifies performance, stability, and risk issues and remediation recommendations.
- **OpSS Premium Plan** - this top-tier package includes all the bells and whistles, with 5 Registered Ticket System Users, up to 150 incidents/year, and these valuable strategic services in addition to everything included in the OpSS Extended Plan package.
 - **IAM5™ Performance Optimization** – For those with user interface and/or batch response completion performance issues should consider this valuable “tune-up” option.
 - **IAM5 Annual Roadmap Alignment/Creation** – Get more strategic value out of your IAM solution with the roadmap alignment. Refocus on where you want to be and with the incremental path for achieving your IAM goals.

Logic Trends OpSS Benefits

- **Single-source** for all your IAM Strategy, Implementation and Support needs.
- **Improve productivity and reduce downtime** for critical systems.
- **Ensure the most effective transfer of knowledge and best practices** to your team from our IAM experts.
- **Reduce costs and free up valuable resources** for other vital IT business initiatives.
- **Stay ahead of the curve** with bundled plans that include strategic IAM5™ services, including health checks, performance optimization, and strategic planning.

What Our Customers Say

“As we worked with Logic Trends to develop our implementation plan for Forefront Identity Manager (FIM), we recognized the need for ongoing support resources. Logic Trends worked closely with CSX Technology to develop a production support process and service that applied their expertise to the specifics of our implementation. The overall experience has been very positive; Logic Trends consistently exceeds our expectations for responsiveness, even on weekends and holidays. Their process has been very effective in identifying issues and resolving them successfully.”

**- Steve Mead, Technical Director,
CSX Technology Enterprise Services**

Logic Trends

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Logic Trends Operational Support Services*	Economy	Basic	Extended	Premium
1-Year Contract Price	\$35,000	\$55,000	\$75,000	\$110,000
2-Year Contract Price (5% prepay discount available - not shown)	\$70,000	\$110,000	\$150,000	\$220,000
3-Year Contract Price (10% discount included)	\$105,000 \$94,500	\$165,000 \$148,500	\$225,000 \$202,500	\$330,000 \$297,000
# of Registered Ticket System Users	2	3	4	5
Cost per additional Ticket System User	\$2,500	\$2,500	\$2,500	\$2,500
# of Annual Incident Support Tickets Included	60	120	135	150
Cost per additional Support Ticket	\$40	\$40	\$40	\$40
24/7 Ticket Request System	✓	✓	✓	✓
Engineer Hours Included Annually	145	245	265	320
Rate per additional Engineer Hour	\$200	\$200	\$200	\$200
Upgrade Maintenance Package				
Patch Installation Included	⊘	⊘	✓	✓
Hotfix Installation Included	⊘	⊘	✓	✓
Service Release Installation	⊘	⊘	✓	✓
Annual IAM5™ Health Check	⊘	⊘	✓	✓
Annual IAM5 Performance Optimization	⊘	⊘	⊘	✓
Annual IAM5 Roadmap Alignment/Creation	⊘	⊘	⊘	✓

*See contract for individual plan details, terms and conditions.
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