Managed Services for App Innovation

Keeping your custom-build business applications reliable, updated and optimized.

What do we offer

Using technology for custom-build apps is a strategic way to create core business benefits and offer digital services that set your business apart. But it also requires you as a business to maintain those apps. That involves keeping them updated, secure and reliable as well as having the right knowledge and approach to keep optimizing and developing them with relevant features. We work with Microsoft's cutting-edge platforms for custom development (Azure & .NET) as well as no code / low code implementations (Power Platform).

We work hand-in-hand with you to achieve just that, keeping your goals and users in mind. We call it Connected Managed Services with strong services within Success Management, Business Continuity and Business Optimization.

The benefits

- Assured daily continuity with minimal downtime through monitoring and a structured process for handling incidents with a dedicated team.

- Resilience by ongoing proactive work with roadmap and insights into future updates and technological developments focusing on the implications for your app.

- Improved user experience through analysis of incidents and behaviour leading to ongoing suggested improvements.

- Create more business value and realize your ambitions and goals by leveraging our skilled Fellows and insights for the ongoing development.

Microsoft
Solutions Partner

Digital & App Innovation
Azure

In short, we call it **continued value creation!**

Fellowmind

World-class services

Success Management

- Single-point-of-contact, service management and customer collaboration based on customer objectives.
- Management and reporting of service level agreements.
- Optional dedicated customer team.

Business Continuity

- Ongoing maintenance and operations of applications and infrastructure.
- Reactive and proactive handling of incidents, problems and maintenance to avoid and handle business interruptions.
- Guaranteed availability of critical capabilities supported by monitoring and other support tooling.

Business Optimization

- Ongoing optimization and innovation of business solutions.
- Development and optimization based on business requirements, technology innovations and user feedback.
- Structured approach to roadmapping, application lifecycles and ongoing adoption.

Microsoft | Premier Support for Partners

We have a tight relationship with **Microsoft** as a designated support partner with access to Premier Support.

ITIL®

Our **processes** are based on a customer-centric and lean implementation of ITIL v4 in a lean and customer-centric implementation. This ensures efficient processes for service requests, incidents, problems and changes.

Hi, how can we help you?

Q Search for solutions, services and tickets

Our **customer portal** provides quick access to interactions and knowledge and gives you an overview of everything relevant.

ISO 27001

Our **information security** is based on ISO27001 with ongoing audits from external auditors. We embed security in everything we go.

Scalable services

Choose between our Basic, Premium and Enterprise package.

We have a setup that will meet your requirements.

		Basic	Premium	Enterprise
Success Management	Service Desk	X	X	X
	Service Manager		X	X
	Service Levels		X	X
	Customer Portal	X	X	X
	Reporting		X	X
Business Continuity	Incidents	T&M	T&M	X
	Problems	T&M	T&M	X
	Monitoring & Events		X	X
	Update service		X	X
Business Optimization	Changes	T&M	T&M	X
	Roadmap		X	X
	Dedicated team			X

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Want to learn more? Don't hesitate to contact us.

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