



MINDSTREAM[®]
ANALYTICS

CENTER OF EXCELLENCE: Managed Services Support

Local presence, Global outreach

MindStream understands that return on investment for business analytic solutions are greatly enhanced with having the right people, process, and support – **no matter where the business is located.**

MindStream Analytics is proud to be a founding member of the **Business Analytics Alliance** that provides seamless 24x7 support experience to local and globally distributed clients. This alliance provides around the sun support coverage –MindStream USA, Inplenion, EMA and Taysols, APAC.

Those in charge of solution support often face competing priorities in responding to evolving business needs and simply keeping the lights on. The consequence may be a Business Analytics investment that does not deliver to its potential or worse, gradually loses its business relevance and value. As queries vary from bigger picture business-centric to nitty-gritty technical, so does our language. Our ability to discuss the divestiture of a business in Asia one day and assessing the impact of a port re-configuration on another stands us out from our competitors.

MindStream works closely with its clients to ensure their operational Business Analytics systems continue to meet technical and business requirements. Unlike many other support providers, MindStream works closely with our clients to ensure your Business Analytics solutions are meeting the technical and business requirements. We seek an active role in the ongoing enhancement of your system. Business Analytics solutions, by their very nature, need to be highly adaptive and evolve as the business itself matures and changes. We work closely with you in providing guidance and, where applicable, design, test and deploy enhancements under an agile methodology.

The global support portal provides a simplified call logging wizard, mobility and enhanced reporting capabilities including real-time dashboards displaying adherence to service levels. Clients interact with the portal for all their Business Analytics matters, not just to report issues. Business Analytics solutions must continuously evolve to remain relevant.

Our support organization, in conjunction with your team, effectively operates as a **Centre of Excellence for Business Analytics**. The full breadth of our support and help-desk services essentially constitutes a managed services offering where we take care of all system administrative tasks,



Keep your Business Analytics deployment relevant and well supported.



Figure 1 - JIRA Support Dash Board

monitor services and usage, resolve issues, implement enhancements and support end users, system administrators and IT staff alike.

MindStream Manage Services Support Team is there to help you build, manage and secure your infrastructure no matter the location. We're there to help you differentiate your business through the highest quality of service and availability.

In March 2015, MSPmentor one of the Top 501 Manage Services Provider named MindStream Analytics. Each year, MSPmentor gathers information for its annual rankings through the participation of managed service providers and IT service providers in our annual survey. The survey was conducted from December 2014 through January 2015. Rankings are based Penton Technology's unique criteria for MSPs such as annual recurring revenues, total revenues and more.

About MindStream Analytics

Strategy Consulting Solutions, Tailored to Your Business

MindStream Analytics is leading consulting and managed service provider with a proven track record for helping leading global companies address their enterprise challenges-with a focus on delivering sustainable profitability and competitive advantage.

Data is a new economic asset that is rapidly expanding and changing. You're challenged to figure out how to use it to your organization's advantage - We work collaboratively with our clients; bringing innovative strategies that enable your organization to gain competitive edge and win with data.



WE ARE MIDSTREAM ANALYTICS



Advisory & Consulting

Defining your vision and turning it into a winning game plan.



Data Management

Leveraging your data for greater business value.



Cloud Solutions

Translating and implementing your business objectives into cloud technology solutions for competitive advantage.



Mobile Solutions

Information on the go -your information should be your constant companion, we *make that happen*.



Analytics

Bringing life to your data for deeper, faster insights.



Managed Services

Focus on your core competency while MindStream optimizes your investment



Solution Implementation

Your go to partner for data intensive, analytical solutions.

Learn how we can help you win with data.

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www.mindstreamanalytics.com