

## Managed Services

Open Sky Group specialists work with you to ensure you're getting optimal system performance and productivity from your installed warehouse, labor, and transportation management system, as well as Blue Yonder Integrator. Managed Services includes application management and support, infrastructure performance management and monitoring, and continuous improvement.

- We resolve issues quickly and ultimately have your system experience less downtime by fixing the root of the cause.
- We collaborate and offer support with Blue Yonder as a single point of contact, opening & managing cases.
- We work to provide health checks and monitoring, resolving unhealthy situations to avoid outages.

Assistance with technical issues within your technology solutions environment and servers.

System maintenance offering enhancements, cumulative patches, hotfixes, and lead change management.

Customized training and support, specific to your version of warehouse, labor, or transportation management software.

## Benefits of Managed Services

Open Sky Group's Managed Services assist with technical issues within your Blue Yonder environment and servers, as well as server and database configuration and overall performance management.



### Infrastructure

- Disk capacity monitoring and review
- SQL long-running jobs
- Blue Yonder-specific server and database configuration guidance
- Index and statistic reviews
- Application and database services monitoring
- Monthly site reviews by phone
- Annual on-site reviews



### Support

- Understanding your operations in real-time by recommending and developing improved KPIs
- 24x7 critical system down issues
- Production-based issue resolution
- Answers to questions about non-deployed system capabilities
- Minor changes to existing personalization or reports
- Production-specific, solution performance issues
- Application of rollouts and customer cumulative patches
- Production system & archiving health monitoring
- Job error reporting
- Closed loop support for Blue Yonder application-related issues

## Awards & Recognition

Open Sky Group's talented advisors leverage their deep experience and expertise to make sure your operation runs effectively and efficiently. With offices in North America, Europe, and APAC, Open Sky Group experts are based in key cities across the world. Open Sky Group strives every day to be the best independent supply chain advisors on the planet.



## OSG By The Numbers

100+

✦ | Solution deployments in the last two years

5X

✦ | Award winner, INC 5000, fastest growing private companies

1000+

✦ | Supply chain engagements since 2006

10X

✦ | Award winner, SupplyChainBrain Great Supply Chain Partners



8X

✦ | Award winner of Food Logistics' FL 100+

20+

✦ | Average years of Senior Advisors' experience

9X

✦ | Named to SDCE's Provider Pros to Know since 2018

100+

✦ | Supply chain experts globally

### OUR CLIENTS

## Brands We Have Elevated

