CRITICALRIVER
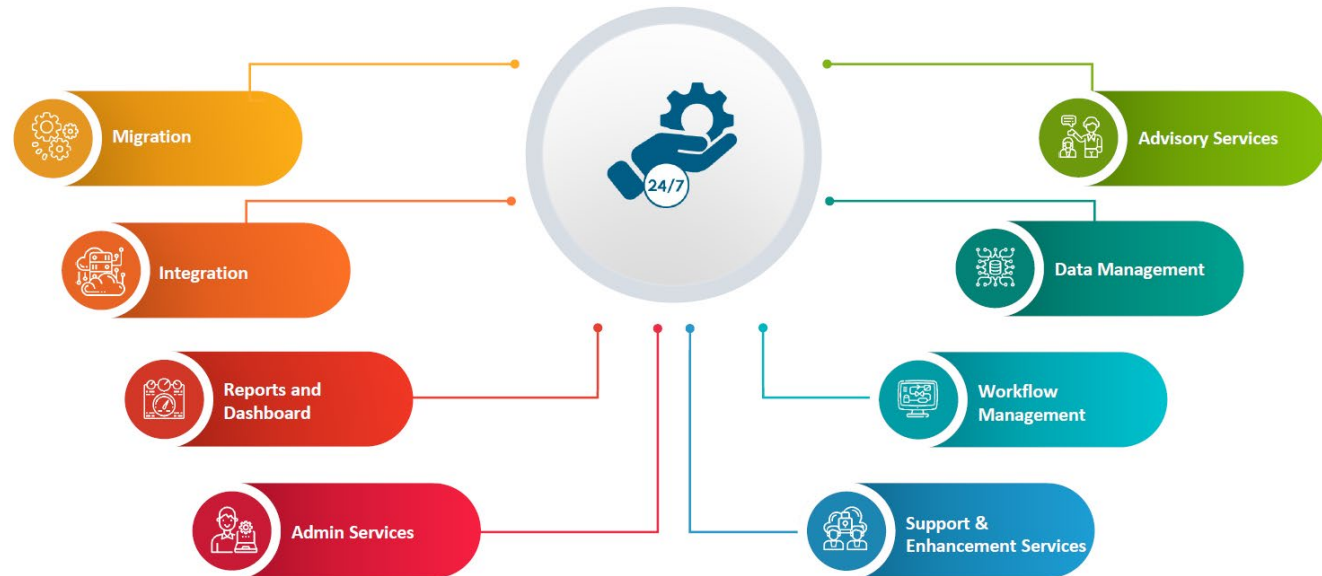
Energy & Water
Applications Managed Services

Let the business focus on serving its customers

Good management of application services have common characteristics:

- Expected service levels delivered

- Predictable results

- Well managed

- Complete, timely, and transparent communications

- Cost effective

Managed Services Support Offerings

Do you know what you're looking for?

Outcomes you should expect from a good Managed Services partnership:

- Confidence in stable application operations
- Reduced system downtime
- Faster problem resolution
- Increased system stability and availability
- Timely resolution of issues in a cost-effective manner
- Being kept informed of issues and their status, when any arise
- Collaborative interaction between the Business, IT, and CriticalRiver teams
- Greater flexibility and agility to adapt to shifting business needs and priorities
- Your ability to focus on customer service and your go-forward vision, knowing that your applications are well attended by steady, capable hands

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Proven Managed Services Methodology

SLAs and keeping impacted parties informed

CriticalRiver has a proven Application Management Services (AMS) methodology for building incident handling mechanisms, which helps to provide successful and long-term managed service engagements. Below is our proposed service request fulfillment mechanism, which we will work with you to tailor to your footprint and needs.
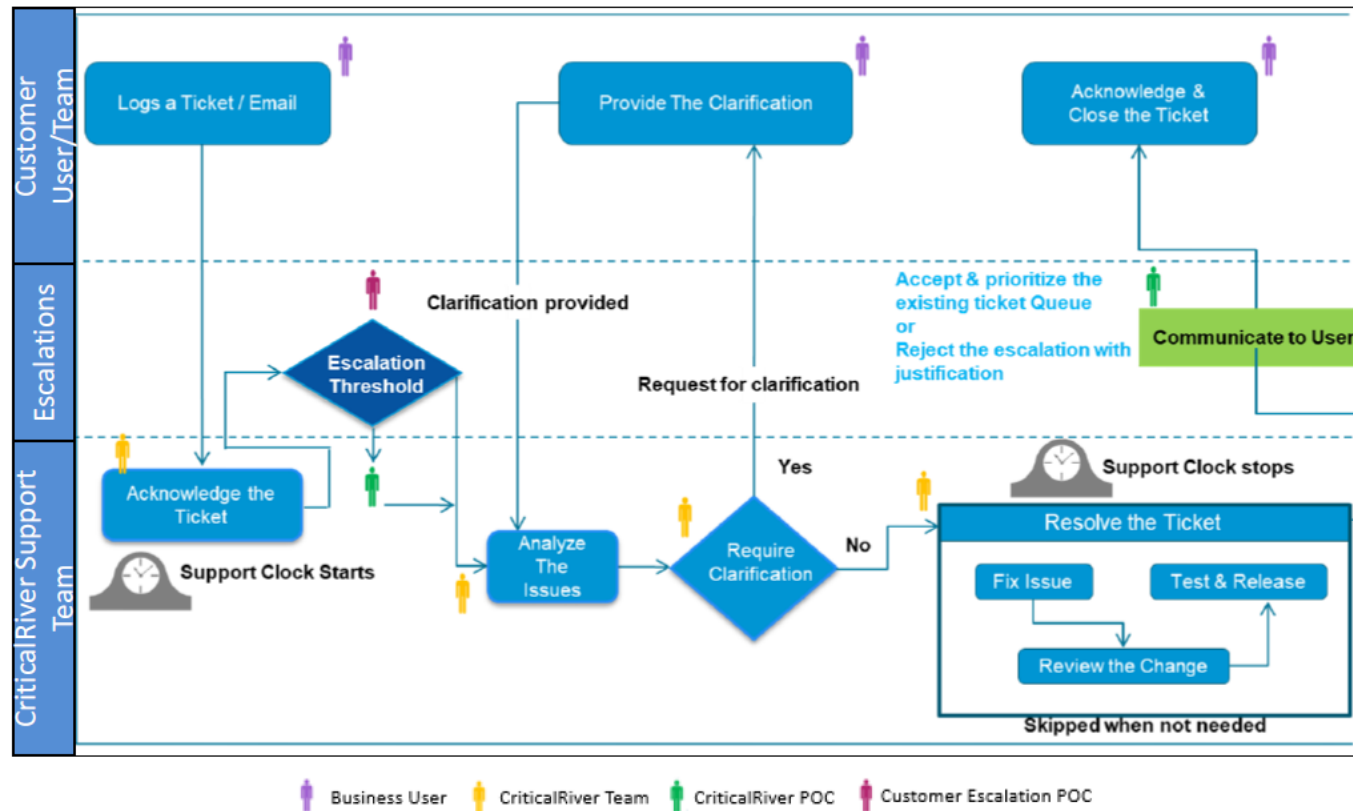
Ensure Data Integrity and Security

Database & System administration keys

- Implements access control and encryption to restrict unauthorized access to sensitive data

- Regular backup of data is necessary to prevent loss in case of system failures, human errors, or disasters

- Performs query optimization to enhance database performance

(Why does this matter?)

Functional & Technical Defect Resolution
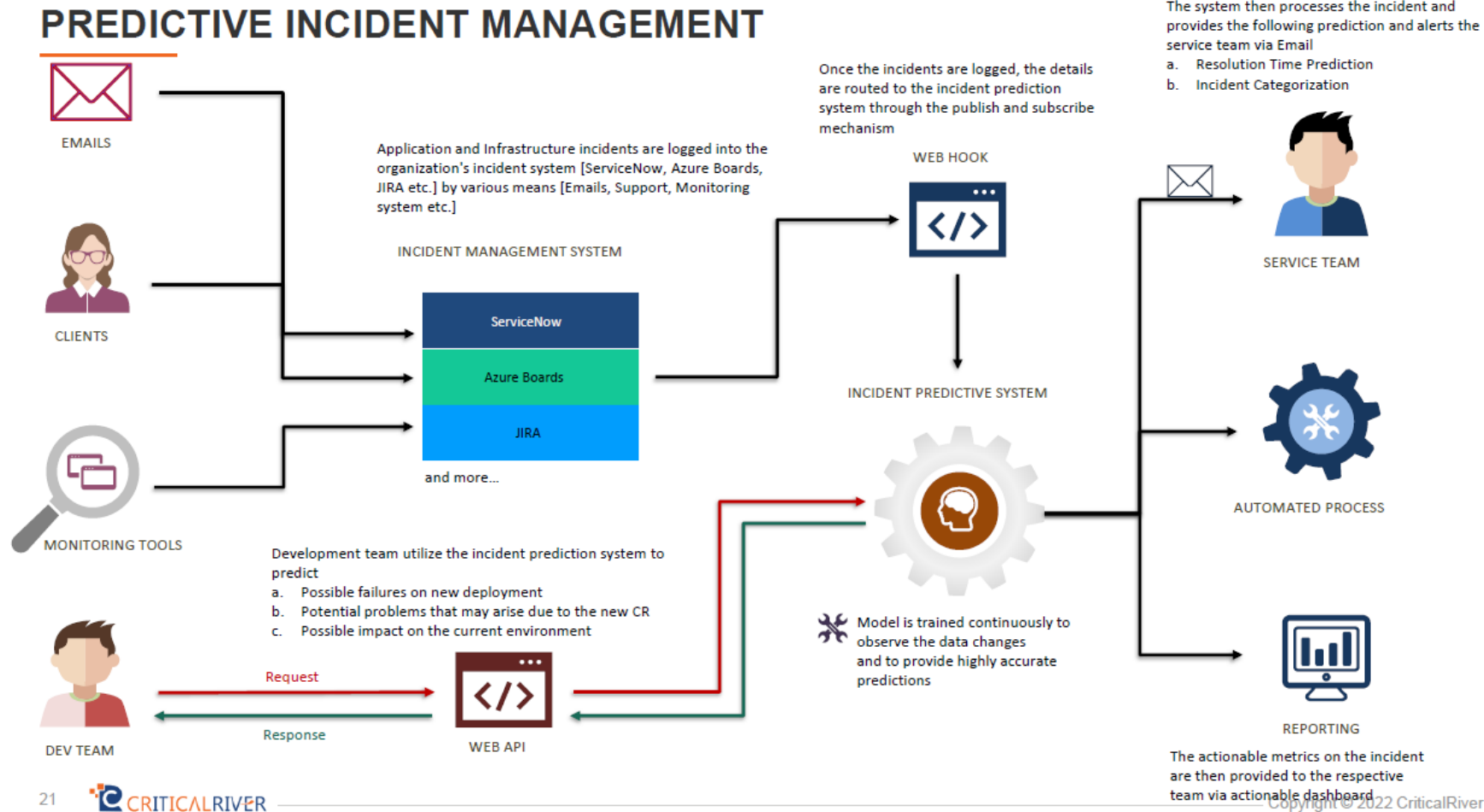
(Why does this matter?)

Functional & Technical Enhancements

- What can we show or say about what we do here that matters

Deliver system changes with minimal disruptions

Release Management

- Development of a release schedule with timelines for development, testing, and production deployment

- Periodic assessment and deployment of product patches, including new features, bug fixes, and enhancements

- Implementation of version control to track changes to code and configurations

- Thorough QA checks to ensure the release is stable and bug-free.

- Utilization of Automated Test Case

Am I able to carry this into the future?

Accurate and complete relevant documentation

CriticalRiver will maintain project documentation, including, but not limited to, issue resolutions, process guides, functional and technical documentation, a configuration workbook, and frequently asked questions (FAQ).

Keeping the ship on course when the unplanned happens

Issue & Risk management

If there are any issues related to the delivery of the services, it may be necessary to escalate the issue to the superior for resolution.

Risks or issues related to objectives, resource conflicts, scope, and third-party dependencies are all situations requiring escalation.

Higher-level intervention may be required if the authority, decision-making, resources, or effort required to resolve them are beyond a project manager's role.
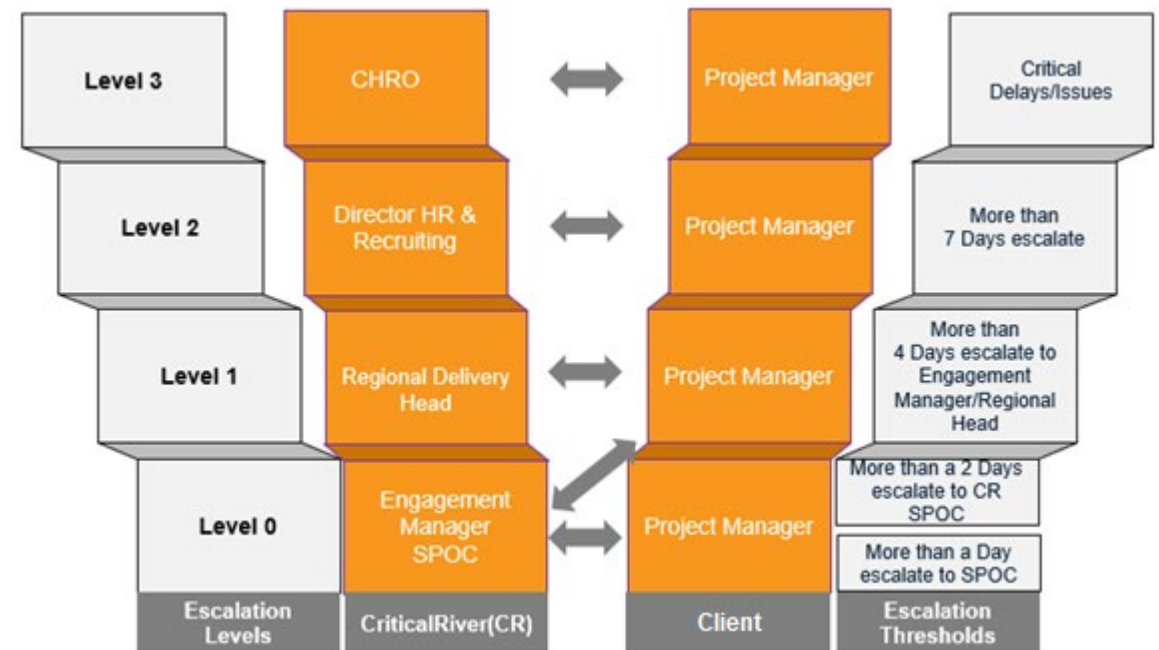
CriticalRiver Escalation Mechanism

Benefit from services around the whole world

Cost-effectively collaborate across geographic zones

- CR offers a global delivery business model to provide 24/7 seamless service and support to its customers. We are spread across 11 global locations, including the USA, Canada, India, Australia, UK, UAE, Qatar, Philippines, Brazil, Costa Rica, and Uruguay.

- We operate development centers in India, the Philippines, and the USA, with local and global delivery centers in the USA, India, UAE, and Costa Rica to help customers achieve their business goals in digital transformation, application development, enterprise applications, modernization, software engineering services, cloud transformation, infrastructure services, managed services, and IT staff enhancement.

Worldwide Presence

Begin Your Journey to Digital Success
Enabling the customers to connect the digital dots.
Unlock the Potential & Power of Digital

| USA | INDIA | AUSTRALIA | UAE | QATAR | PHILIPPINES | BRAZIL | COSTA RICA | URUGUAY |

(Why does this matter?)

Differences in performing for SaaS vs. On-Prem applications

- What can we show or say about what we do here that matters?

Safety First

Delivery with high cyber and physical security

- CriticalRiver's Tech Arch Team will perform user access and password administration activities, maintain user roles, groups, and privileges, respond to security audits, and define and implement security audit remediations in coordination with your Cyber Security Services.

- Our Tech Arch Team will support security audit reports by extracting data from access logs and configuration within the Utility Services Suite.

These guys know what they're doing!

Our team's depth (certifications and product development experience)

- We are currently providing 8 clients with application support services for the C2M family of products and are also participating in 11 implementations

- Our roster of analysts and consultants consists of 100% Oracle-certified CCS implementation specialists

- 7 highly knowledgeable and tech-savvy Oracle Utilities Application Framework Designers and Developers previously part of the Oracle Utilities Product Development team

Want some innovations?

Custom-Ready Solutions (CR Solutions) offers numerous tools to elevate essential features.
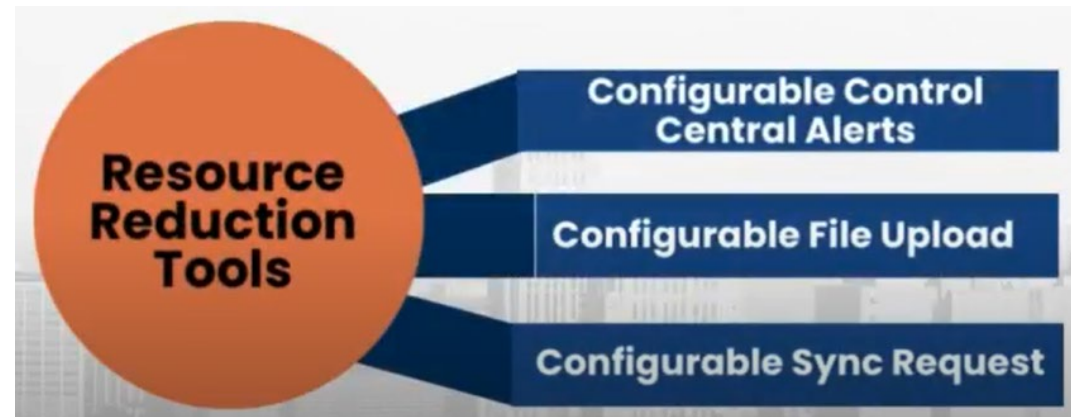
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Keep all stakeholders engaged

Communication Model

As part of our Managed Services framework, we will provide a list of updates with frequency to stakeholders:

Operational

- **Daily Calls**
  - Between CriticalRiver onsite & offshore
  - Publish daily status report
  - Prioritization of tasks
  - Technical Liaison
  - Update on outstanding ticket status
- **Weekly Review**
  - Between CriticalRiver and Client IT teams
  - Publish Weekly Status Report
  - Review tasks and project status and realign of priority of tickets
- **Monthly Review**
  - Monthly stakeholder call to review metrics & issues

Executive reporting

- **Quarterly**
  - Between CriticalRiver Management and Client teams
  - Quarterly review of all the major tasks performed during this period
  - Highlight any concerns from either side and make necessary improvements
  - Review resource requirements for upcoming projects
  - Discuss administrative updates
  - Proactive Advice
  - Periodic engagement strategy and service review

CriticalRiver has knows what they are doing

Utilities that CriticalRiver has served before