



# Managed Services

Lower your costs and get to BAU fast

**Flooid offers a range of services to ensure a seamless transition from project, followed by a worry free BAU as we take care of the technical details of your retail software leaving you to focus on what you do best.**

Our managed, cloud hosted solution is tailored to the Flooid App suite and is supported by Flooid experts at every step of the way, from call handling and incident management by the service desk, management and monitoring of remote endpoints to proactively alert to impending issues, to capacity management, DBA, housekeeping and patching by the managed service team – all overseen by your Service Delivery Manager – your eyes, ears and voice within Flooid.

Services we offer:

- Service Desk and Incident Management
- Managed, Cloud-Hosted Environment
- Remote Endpoint Monitoring & Management
- Service Delivery Management

**flooid**

## Service Desk and Incident Management

Flooid can offer an end to end call handling and incident management solution

- 1st Line
- 2nd Line
- 3rd Line
  - Problem Management
  - IT service request fulfilment
  - Third Party Management
  - Service Transition
  - IMAC's
  - Basic/Standard/Premium levels of support
  - ITIL V3 standard

## Remote Endpoint Monitoring & Management

Flooid will monitor and manage your remote estate, managing Flooid and 3rd Party updates, hardware alerting, remote build

- Managed Linux PoS
- Managed Flooid Edge
- Managed Store Server (where applicable)
- Managed Mobile Device (Linux/Android/iOS)
- Monitored Windows PoS

## Managed, Cloud-Hosted Environment

- Managed, Hosted instance of Flooid Core
- Guaranteed uptime
- Scale up and down as your estate changes
- Software upgrades (Flooid and 3rd party)
- Managed integration points (e.g.):
  - OMS
  - Loyalty
  - Payment
  - Etc.

Reporting – Monthly performance dashboard  
ISO27001 certification

## Service Delivery Management

- Dedicated Service Manager
- Advocates for customer in Flooid Service Organisation
- Enhanced:
  - Customer Communications
  - Monthly Reporting Packs
  - Service Reviews
  - Defect Management
  - Third Party Management
  - Dedicated Single Point of Escalation