



velocity<sup>3</sup>

AUTOMATE | OPTIMISE | TRANSFORM

# PREMIER PARTNER

“ WE HAVE TURNED TO VELOCITY FOR CRITICAL PROJECTS AND THEY HAVE NEVER DISAPPOINTED. ”



DENNIS PARKER  
VP EMEA, K2

# SERVICE OFFERING

## 1. ADVISORY SERVICES

Mentor and grow internal team members through real world experience to become self-sufficient and accelerate delivery



## 2. CONSULTING

Virtually extend your delivery capability by leveraging world class K2 consultants specialized in business process automation and optimization



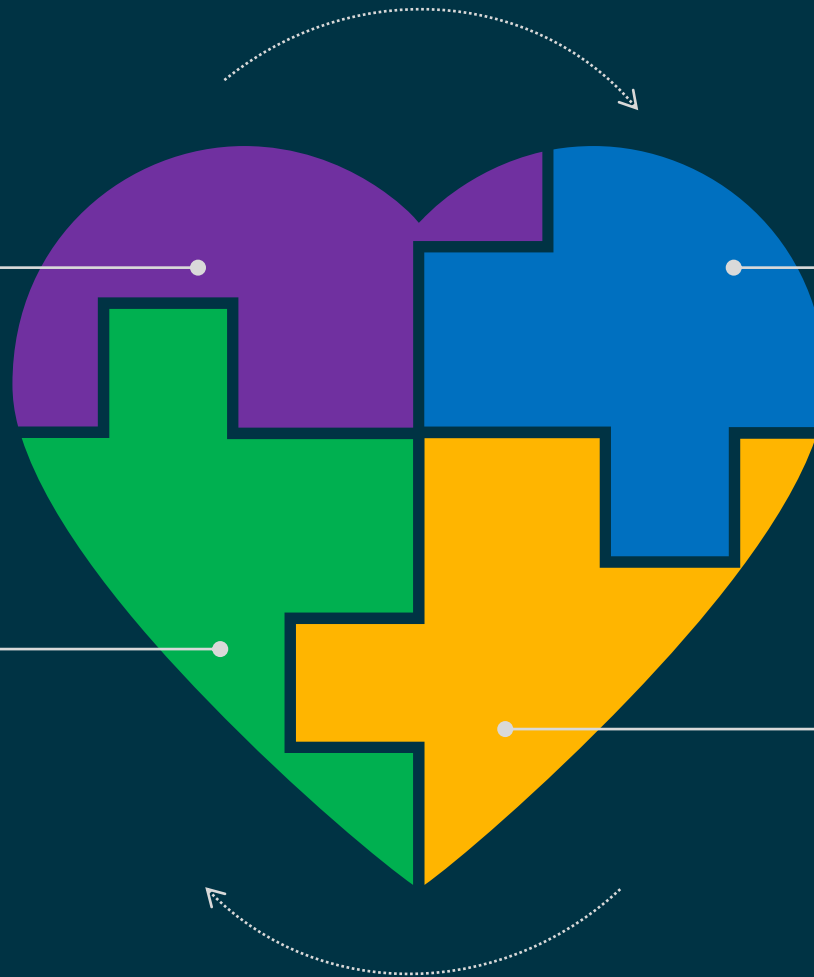
## 4. SUPPORT

Ensure you're systems continue to provide business value to its users by providing both pro-active and reactive support



## 3. SOLUTION DELIVERY

Taking ideas from inception through to delivery, Velocity works collaboratively with our clients to validate, design and implement cutting edge automated solutions



# WHO WE WORK WITH



Streamlining & optimising  
financial planning



Delivering a paperless  
organisation



Automate forex trading within  
the treasury department

SOLUTION DELIVERY



CONSULTING



ADVISORY SERVICES



SUPPORT



# SUPPORT SERVICES



## Issue Resolution

- Root cause analysis and issue resolution in accordance to service level agreement (SLA)



## Ad-hoc Development

- Support ad-hoc changes to existing K2 solutions
- Impact assessment and risk profiling changes



## Infrastructure Management

- Ongoing environment monitoring and health checks
- Installation of fix packs and upgrades



## Advisory Services

- Mentor and grow internal team members to become self-sufficient and accelerate delivery

# SIMPLE PRICING

- **SUPPORT SERVICES ARE DELIVERED THROUGH OUR CREDITS SYSTEM.**
- **LEAD TIMES FOR ISSUE RESOLUTION ADHERE TO SLA'S**
- **AD-HOC DEVELOPMENT REQUIRES 2-4 WEEKS NOTICE**



## **SIMPLE & TRANSPARENT**

Hours are burned from credits and clients have full visibility and control over usage



## **FULLY REFUNDABLE**

Unused credits are fully refunded to the Client at the end of the engagement

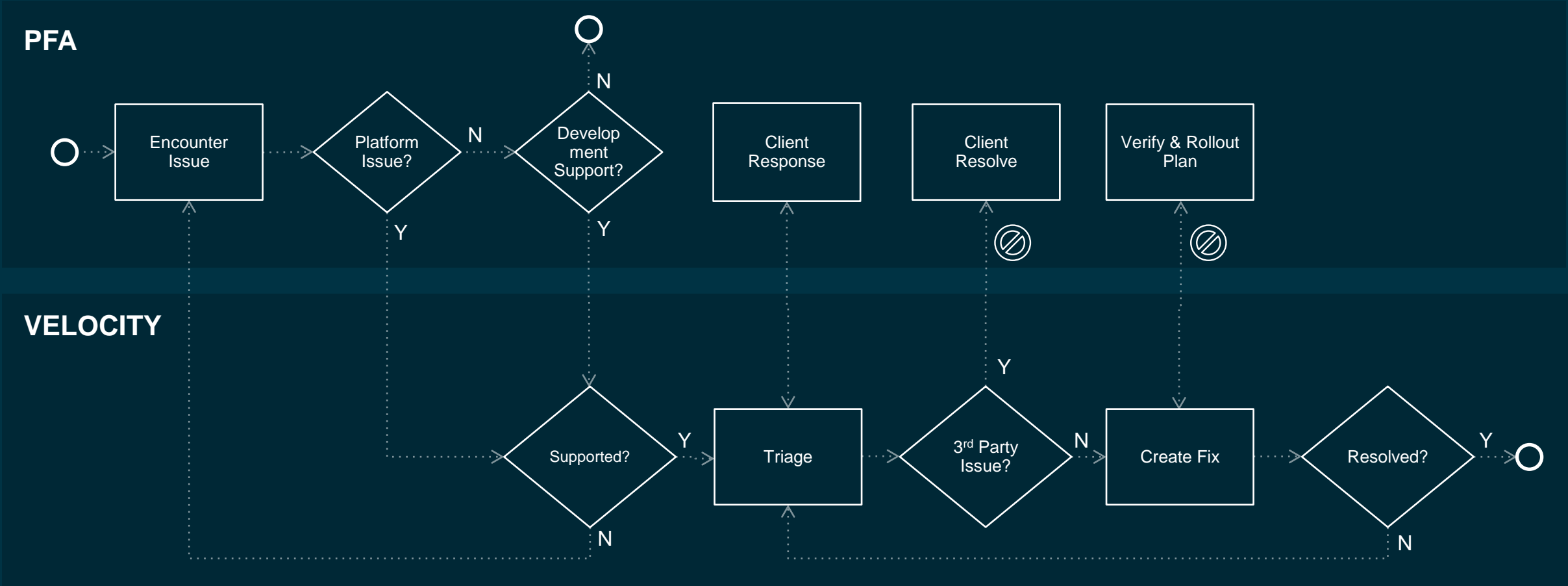


## **PAID UPFRONT**

Support credits are invoiced for and paid upfront. Additional credits can be procured at any time

- **1 CREDIT = 1 HOURS' SUPPORT**
- **50 CREDITS MINIMUM BUNDLE**

# SUPPORT PROCESS



# PRIORITY DESCRIPTION



## P1 - CRITICAL

- An issue that prevents the Customer from accessing or using critical functionality of the Application with severe business and service impact



## P2 - HIGH

- An issue restricting use of some critical functionality such as reduced availability of core Application features for which there is no effective workaround; or a performance degradation that severely impacts but does not prevent usage.



## P3 - MEDIUM

- An Application issue that is critical and has operational impact but no significant business impact or results in reduced availability of core features for which there is a workaround; or creates a performance degradation with limited impact on usage.







## P4 - LOW

- An Application issue that is non-critical and has, but no significant business impact or results in reduced availability of core features for which there is a workaround; or creates a performance degradation with limited impact on usage.



# SERVICE LEVEL AGREEMENT (SLA)

	<b>SEVERITY</b>	<b>PRIORITY</b>	<b>RESPONSE TIME</b>	<b>RESOLUTION TIME</b>
	P1	CRITICAL	30 Minutes	4 Hours
	P2	HIGH	1 Hour	8 Hours
	P3	MEDIUM	2 Hours	2 Days
	P4	LOW	3 Hours	4 Days

A large, semi-transparent watermark of the word "CBRE" is oriented diagonally across the entire image. The background is a dark, grayscale photograph of a car's front end, showing the headlight and grille. The quote text is in white, bold, uppercase letters. The opening and closing quotation marks are large and light gray.

“

**WE WERE NEW TO THE WORLD OF AGILE AND  
WE WANTED TO BRING IN A PARTNER THAT  
UNDERSTOOD.**

**VELOCITY HAVE HELPED DRIVE OUR  
INNOVATION BEYOND OUR OWN LIMITS AND  
THAT'S WHY I WOULD RELY ON THEM EVERY  
TIME**

PAUL MCAULIFFE / ASSOCIATE DIRECTOR / CBRE

”

“

**ZURICH HAVE BEEN WORKING WITH VELOCITY IT FOR THE LAST 5 YEARS IN DEVELOPMENT AND ROLLOUT OF VARIOUS BUSINESS PROCESS MANAGEMENT WORKFLOWS.**

**THESE OPTIMISATIONS HAVE ADDED TRANSPARENCY, EFFICIENCY AND INTRODUCED MORE CONTROLLED PROCESSES INTO THE BUSINESS.**

”

TONY SHEEHAN / DIRECTOR - TREASURY SERVICES / ZURICH INSURANCE

velocity 

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