



Services

Service Manager

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The Service Manager is your dedicated ownCloud Expert and your single point of contact in the ownCloud professional services organization. Starting with the development of the full-year project plan for optimizing your adoption of your ownCloud software your Service Manager will strengthen your adoption and build your capabilities to fully leverage your investment in the ownCloud EFSS solution. The Service Manager is your best choice if your set-up is more complex and you have high requirements regarding scale, performance, security and availability of the ownCloud platform. This option gives you the best possible attention and the shortest way to manage all kind of issues related to the EFSS service such that your workforce can develop maximum productivity.

Weekly Enablement

Available to you a minimum of 2 days (optional: 3 days) per week the ownCloud Service Manager can provide direction on your particular projects, best practice guidance on architecture and infrastructure set-up and configuration, introduction to useful ownCloud Apps governance, performance, optimization and a host of other subjects.

Weekly Reviews

Your Service Manager will also provide weekly (optional twice per week) reviews of the current progress of all ownCloud Projects based on the project plan. including enablement plan updates, progress against

the full year capability plan, architecture reviews and a technical set-up and configuration Check. The Service Manager will also report on the status of your support tickets to help ensure they're getting the right level of attention from the right resources, including ownCloud's development team, where applicable.

Quarterly Roadmap Reviews and Planning

Once per quarter you'll be invited to sit down with our product management and development teams to learn about our product development roadmap and provide your input and feedback. At the end of the quarter we'll confirm progress against your longer-term ownCloud goals and provide recommendations for the coming year.

Program Activities

We divide the program into three phases. The phase "Setup" will handle all initial tasks starting with ownCloud, the second phase „optimization“ will focus on usability, performance, adoption and availability and the third phase "maintenance" will support you during the live cycle of your application.

SERVICES

SERVICE MANAGER

Overview program activities

Setup	Optimization	Maintain
Review requirements, recommendations based on experience with >1.000 Enterprise customers	Usability fine tuning based on use case assessments and end-user surveys	Best practices brown-bag use case reviews
Creation of Technical account plan which covers all components of the ownCloud platform including mobile Apps	Performance measurement and optimization by including all related infrastructure components	Executive review (monthly)
Blueprint architecture	Enhance adoption through user handbook, how-to-videos and know-how transfer from other comparable customers	R&D roadmap discussion and alignment quarterly
Compilation of infrastructure requirements, Customer readiness assessment	Best practices regarding infrastructure set-up and configuration, implementation of state-of-the-art monitoring, enablement of auto-recovery processes	Support ticket reporting

Highlighted Features

ownCloud’s Service Manager program includes a broad spectrum of optimization and adoption support.

Technical Account Plan

A full year plan, tailored and aligned to your specific business objectives, offering training and enablement, best practice guidance and support including such elements as:

- ownCloud Reference Architecture
- Specific ownCloud projects support
- Other adoption recommendations

Periodic Updates & Reviews

We establish a regular cadence for the plan, providing feedback, status, reviews and recommendations at regular intervals, tailored to your calendar:

- Monthly “brown bags” or “office hours”
- Monthly business reviews

- Weekly Project status reviews
- Quarterly ownCloud health check
- Quarterly R&D roadmap discussion
- Quarterly plan review & next step recommendations

Skill-level

Senior Support Manager




About ownCloud

Organizations that must share confidential data internally and externally rely on ownCloud's onpre-mises enterprise Universal File Access platform. Only ownCloud gives IT the visibility and control required to manage sensitive data, preserve business processes, and integrate with existing compliant infrastructures while offering users the modern collaboration experience they demand. This is made possible through ownCloud's open, modular architecture, extreme extensibility and unique federated cloud sharing capabilities.

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