inlumi

Application Management Services for OneStream

Managed Services by inlumi

OneStream™
DIAMOND PARTNER

inlumi

Are you finding it difficult to find the right skilled people to support and manage your OneStream System?

Are you relying on your key resources that could be more effectively utilised?

■ **How can inlumi help you bridge this gap with our Application Support services:**

You may have recently implemented OneStream but lack the skills and knowledge in-house to confidently support and manage the system to align with your business demands. We recognise that there is an acute shortage of suitably skilled professionals in the marketplace that can truly tackle the complexities of your group reporting, planning and forecasting system support requirements.

Some of the challenges include:

— Expensive overheads in recruiting, training and sustaining a good support team

— Complexities of custom elements with integration interfaces crossing multiple systems

— Keeping up to date with the latest releases and product changes

— Unpredictable support demands to meet geographic times and critical reporting periods

— Lack of governance and process management

■ **FAM (Functional Application Management) support features:**

— Operational and Administration activities including tasks such as user provisioning, opening periods, loading exchange rates, running consolidations and process control

— Product release testing

— Guaranteed Service Level Agreements (SLAs) against priority-based response and fix times

— Tailored critical period cover outside of standard business hours

— Regular performance review meetings with a dedicated customer success manager. This includes ticket analysis, performance reporting and execution of continuous improvement initiatives

— Effective change management controls across build, testing and go-live

— Access to additional consulting services on product guidance, quality assurance, system process analysis to new implementations

— Insight on upcoming product feature enhancements and advisory on roadmap decisions

— Subscription based transparent cost model with a tailored and flexible package to meet varying support demands

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■ **Our credentials:**

— OneStream™ DIAMOND PARTNER

— ISO27001 Security Compliance and ISAE3402 Type II SOC (Service Organization Control) Controls

— A global team of specialists spread across EMEA

— Incident and Change Management delivered through a ServiceNow® powered organisation, built on ITIL (Information Technology Infrastructure Library) standards with dedicated Service Management and Security and Compliance Officer

— Consistent 97%+ satisfaction survey positive reviews of support ticket closures

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