



How We Will Help You

- + Proactive System Monitoring to stop issues before they start.
- + Stay Current with regular upgrades and new feature adoption.
- + Optimize Continuously with a roadmap.
- + Flexible Support with wide-ranging skillsets.

Struggling with IT turnover and your evolving business needs?

With Naviant's flexible Managed Services offering, you can offload support and day-to-day administrative work, while engaging directly with our software experts and business process consultants to enhance and scale your business process solutions.

Features	Naviant Managed Services		
	Level 1 Managed Services	Level 2 + Business Analysis Support	Level 3 + Delivery
Unlimited Phone, Live Chat, and Email Tier 2 Support <i>during Standard Business Hours</i>	+	+	+
24/7 Emergency Phone Support	+	+	+
Annual Technical Audits	+	+	+
35 Hours of Professional Services towards annual upgrades	+	+	+
Exclusive Access to Webinars & Events	+	+	+
Dedicated Admin Team	+	+	+
Hands-on Configuration Support	+	+	+
Training and Education	+	+	+
Code Review & Production Deployment Support	+	+	+
Optimization Assessment	+	+	+
AI & RPA Analysis		+	+
Advanced OnBase Solution Development & Configuration			+
Dedicated Solution Architect(s)			+
Advanced OnBase Solution Development & Configuration	Optional	Optional	Optional