

## OVERVIEW

Our service is a total care solution that covers every aspect of admin, support and enhancement for your ITSM platform. The essence of the service is that customers often struggle to continuously develop their system after its initial implementation and never realise the ROI they were expecting. With our service including enhancement, customers can deliver the ongoing development.

## Delivering ROI through an Agile approach



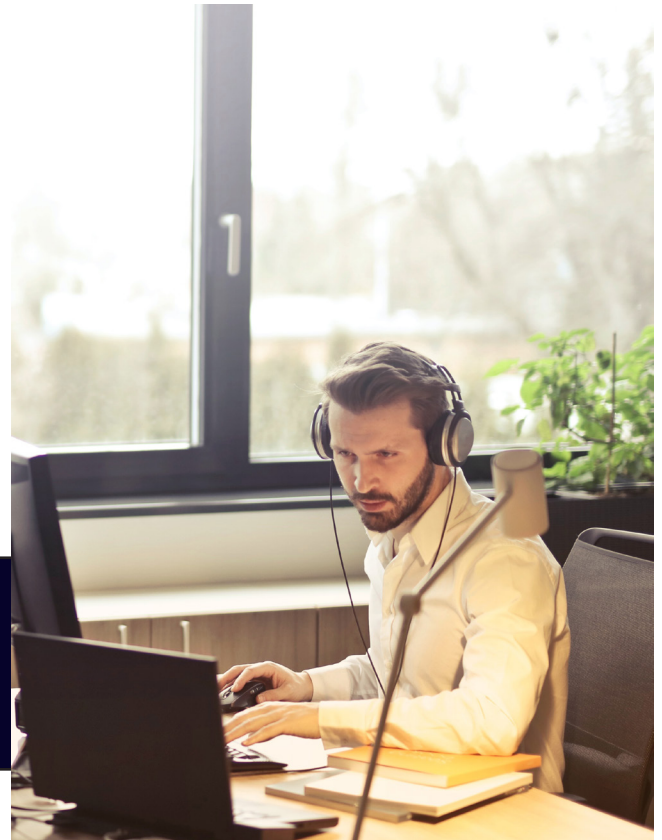
### The Benefits

#### What AFJ Solutions Offer

The AFJ Solutions Managed Service practice is designed to meet the specific needs of our customers. Our team of experts provide turnkey administration, operation, support and governance of your ITSM system.

#### This includes:

- Agile delivery model
- Support and maintenance with corresponding Service Level Agreements
- Total care that covers every aspect of admin, support and enhancement
- Flexible commercial approach
- Continuous service improvement is baked into our model and culture



- Monthly service reviews with your dedicated Service Manager
- Includes upgrade management
- Strategic and roadmap planning
- Scalable Management framework
- Operations and enhancement expertise

**The added benefit is that you can tailor these services to suit your specific ITSM system, deployment and support budget.**

**“AFJ Solutions Managed Service, enables our organization to deliver continuous improvements to our ITSM platform.”**

-Kally Bisla, Business & Delivery Governance Manager, Stonewater

## PARTNERING WITH **AFJ SOLUTIONS**

At AFJ we are focussed on building strong, long-term relationships with our customers. We believe there are a variety of relationships and touch points necessary to deliver the experience our customer's demand.

At AFJ we believe the breadth of our engagement and depth of our expertise is a key differentiator.



**Portfolio  
Expertise**



**Application  
Specialists**



**Technical  
Specialists**



**Professional  
Accreditation**




**Sector Experience &  
Market Knowledge**



**Consultative Sales  
Engagement**



Get in touch with the team at AFJ Solutions to discuss how partnering with us could leverage your organisations ITSM capabilities.

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