Accela Managed Application Services

Accela's Managed Application Services is an offering that provides government agencies with day-to-day system administration and proactive optimization of their Accela solutions. It supplies expert resources that act as a seamless extension of your system support team, allowing you to focus on more strategically valuable initiatives.

Deploying enterprise software is more than just implementation. There are also administrative tasks and ongoing functions needed to meet the specific needs of your organization.

This work can include the following:

> Testing new major releases, service packs, and fixes
> User account administration and permissions management
> Forms modification and deployment
> Report creation and testing
> Functionality augmentation and scripting
> Troubleshooting conditions
> Configuring new features
> And many others

The challenge is the hiring, training, and retention of personnel to perform these functions. In this competitive job market, IT resources are extremely hard to find and replace. And often, agencies would prefer to apply their skilled resources to more innovative projects focused on providing citizen services, not performing ongoing system administration.

Accela Managed Application Services

This offering from Accela provides an extension to your in-house system administration team. Our trained staff can perform all ongoing administration and forward-looking solution optimizations for your Accela implementation.

Enlisting the Accela Managed Application Service ensures you'll always have a subject matter expert engaged when working with Accela's Support. Rapid response times, combined with true 14 hour by 5 days coverage, ensures your staff and citizens will get the help they need when they need it most. The program is committed to your long-term success.

This offering is a subscription service, providing service levels that meet the unique needs of each customer. It is not the same as what other vendors offer, which is mostly buying a "bucket of hours" from their services teams, which often have a use it or lose it aspect. Accela provides continuous service delivery, along with the proactive improvement required to keep your Accela solution up-to-date with new product features and your evolving business needs.
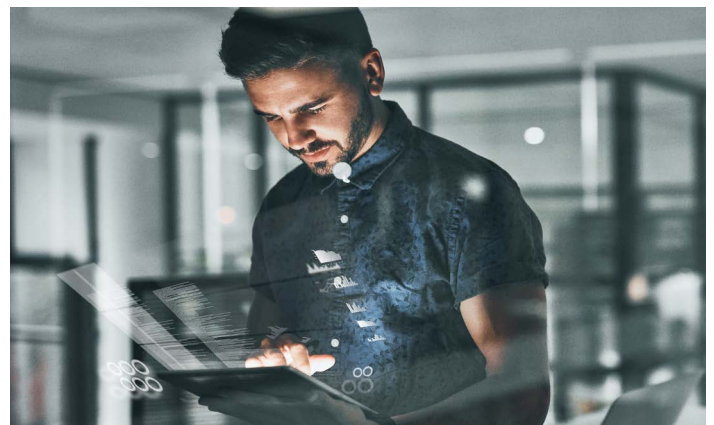
Managed Application Services Functions

Accela Managed Application Services is comprised of three primary functions:

Day-to-Day System Administration

> Manages intake service request tickets, performs independent triaging for problem tickets, and proactively drives issue resolution, including deploying urgent configuration fixes that cannot wait for the regular quarterly release

> Performs daily system administration functions such as user account administration and permissions management

> Provides risk/impact assessment guidance on testing leading up to new product releases and service packs

> Extends hours of support to 14 hours a day by 5 business days each week. One-hour human response is included for critical issues

Proactive Continuous Service Improvement

> Includes semi-annual Continuous Service Improvement (CSI) workshops and roadmap analysis based on customer priorities

> Provides a quarterly optimization release plan based on CSI roadmap

> Includes standard review meeting cadences with appropriate stakeholders to monitor progress

Periodic Production Releases of Configuration Enhancements

> Resources perform configuration changes – including modifying workflows, users, user groups, permissions, etc.

> Provides development and modification of automation (scripting) and fee calculations

> Includes enhancements to existing integrations

> Supports development and modification of reports

> Includes implementation of new product functionality

This program assumes all the ongoing elements of system administration and ensures you are getting timely and highly trained resources from Accela.

Summary

Accela understands that the ongoing support of a mission-critical deployment of software to support residents can be a challenge at times for some agencies. The Accela Managed Application Services offering ensures you receive the maximum value of your Accela system, with less effort and fewer resources needed on your end, allowing you and your staff to stay focused on innovative ways to enhance service delivery for your communities.
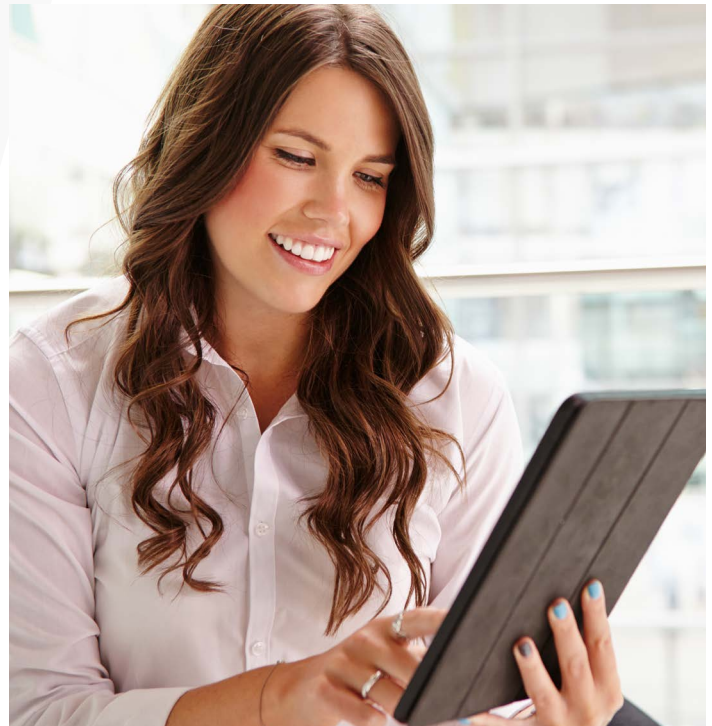
For more detail about Accela's Managed Application Services program, please contact your Accela Account Executive.

About Accela

Accela provides market-leading SaaS solutions that empower governments worldwide to build thriving communities, grow businesses, and protect citizens. Powered by Microsoft Azure, Accela's open and flexible technology helps agencies accelerate efficiency and transparency today, while ensuring they are prepared for any emergency or complex challenge in the future.

Learn More

Visit www.accela.com or call us at (888) 722-2352.