

What is Serena® Services on Demand?

Serena® Services on Demand offers customers an easy and cost effective means to engage top professionals from our Professional Services organization to assist with growing and maintaining your solutions.

Services on Demand is a supplemental approach to post implementation needs for sustaining and enhancing the business solutions that you have created using Serena products. Traditional service models are very effective for working collaboratively with your team during the early stages of your technology implementation and adoption. During that time period onsite consulting several weeks to several months is often the most effective approach while your team develops competency and users embrace the solution.

After the initial implementation, your team has other needs, e.g. system administration, planning, upgrades, additional rollouts, integration, solution enhancements, new solutions, etc. Services on Demand enables you to pre-purchase professional services with the following advantages:

- Lower price
- Flexible scope
- No travel expenses (work will be performed remotely)
- Immediate access (no need for additional contracting / procurement cycles)

There are two options for Services on Demand: Standard and Premium. Both options are available as quarterly subscriptions. These services are available for the following Serena products:

- Serena SBM or TeamTrack
- Serena PVCS VM or Pro
- Serena Dimensions CM
- Serena ChangeMan ZMF
- Serena PPM or Mariner

Standard Serena® Services on Demand

The standard service offers remote assistance with planning, best practices, technical advice, assistance with development and configuration. Assistance can be requested via the web or email. Up to 3 members of your team have access to Standard Services on Demand. Services are performed remotely. Services are performed on an hourly basis up to the pre-purchased number of hours per quarter.

Premium Serena® Services on Demand

The premium service offers dedicated assistance during certain business hours. For example, you may request unlimited access to Services on Demand for a window of 8am to 2pm Eastern. Premium services include everything in Standard services plus: daily system administration, second line support for your help desk, and a Services on Demand manager. Assistance can be requested via web, email, or telephone.

In conclusion...

Both service offerings provide a cost effective and efficient means to augment your talent and capabilities to maintain and increase the value that your enterprise derives from Serena products. For more information, please contact your Serena sales representative or the Director of Services on Demand Brian Healy (586-718-3296) bhealy@serena.com.