


Help Desk Support vs. Managed Services


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 For additional resources:
carah.io/OpexusResources

 For upcoming events:
carah.io/Cx-Events

 For additional Opexus solutions:
carah.io/OpexusSolutions

 For additional Customer Experience solutions:
carah.io/CX-Solutions

 To set up a meeting:
Opexus@carahsoft.com
703-673-3570

 To purchase, check out the contract vehicles available for procurement:
carah.io/OpexusContracts

Help Desk Support vs. Managed Services

OPEXUS is proud to offer two types of support to our customers:



Help Desk

This user-focused assistance is included with your OPEXUS software subscription. Through email and telephone, it supports end-users in quickly resolving platform questions or technical concerns.



Managed Services

This program-level support acts as an add-on to our standard products and user support; agencies leverage OPEXUS subject matter experts (SMEs) to administer and optimize their programs. These SMEs consult on operational efficiencies and/or provide requested staff augmentation – leveraging best practices to drive toward success.

Additional information on these methods of support is included below:

	Help Desk Support	Managed Services Support
Staff Availability	First available OPEXUS support staff member	Dedicated staff to serve as an extension of your team, Public Trust and/or Security Cleared individuals available upon request
Staff Expertise	Experts in OPEXUS software and core functionality leveraged to troubleshoot end-user questions	Experts in OPEXUS software, government processes, and program management that better understand the agency's custom needs, business processes, and goals
Support Inclusions	Assistance adheres to standard support tiers on an as-needed basis	Vast support spanning: <ul style="list-style-type: none"> ▪ An end-to-end assessment of business process from intake to case closed ▪ An evaluation of resourcing, enablement, communications, and reporting ▪ Delivery of a recommendations roadmap ▪ System integrations and data migration support ▪ Security and ATO assistance ▪ Ongoing product training

	Help Desk Support	Managed Services Support
Support Process	<p>Support tickets follow standard Help Desk escalation:</p> <ul style="list-style-type: none"> ▪ Tier 0: OPEXUS Customer Community, a self-service support site where all users are provided access to OPEXUS Knowledge Base articles and useful learning resources ▪ Tier 1: Help Desk Staff (“First Line of Support”) – Help Desk Staff receives request ▪ Tier 2: Subject Matter Expert (Requests on Functionality) – SME will work with the user to resolve the problem ▪ Tier 3: Technology Specialist (Requests of a Technical Nature) – Technology Specialist will attempt to duplicate the problem on our test system so that a solution may be identified 	<p>Circumvent standard escalation procedures with a single point of contact assigned to all cases, with the ability to resolve the ticket regardless of tier</p>

Managed Services offers support for the following agencies:

