

Data sheet

Planview Managed Services

Application Administration and More

Every business needs technology to operate and compete effectively. As demand grows, so does the need for resources to support your strategic initiatives. But what happens when your resources become scarce? Maybe your administrator recently left the company or perhaps your employees have been redirected to focus their expertise on other projects? No matter the situation, Planview offers professional, remote Application Administration Services to augment the daily administration of Planview Enterprise® and Planview Troux® to achieve optimum performance of your technology investment. We call it Planview Managed Services.

We provide you:

- A global service program specifically designed to administer your Planview application efficiently
- A fully enabled team with more than 5 years of experience, dedicated to your organization and committed to your success
- Day-to-day administration of your deployed Planview applications
- The ability to maintain focus on strategies and initiatives instead of being bogged down with tactical, administrative work
- Architectural Configuration Oversight with an experienced advisor that will help you make decisions to ensure an effective use of Planview solutions
- 1-2 version upgrades per year (optional for hosted clients only) and optional Remote Advisory Service

Application Administration for your Planview Investment

Planview Managed Services gives customers the opportunity to offload the day-to-day administration of Planview applications. The program is specifically designed to ensure the stability and efficiency of your Planview investment allowing you to allocate resources to other projects. In addition, we offer a flexible portfolio of add-on services to meet the demands of your dynamic organization.

Planview Managed Services

A global service offering that gives customers the opportunity to offload the day-to-day administration of Planview Enterprise and Troux.

The program is specifically designed to ensure the stability and efficiency of your Planview investment, allowing you to allocate resources to other projects.

Key Benefits of Managed Services Application Administration

- Cost effective, relief of overworked, understaffed teams
- Service provided at a cost far less than staffing it yourself
- Avoid the impact of unexpected turnover and/or rapid growth
- Focus internal resources on higher-priority projects and strategic initiatives
- Access to an enabled network of Planview experts
- Flexibility to add capacity to meet demands in increments of 20 hours per week

Typical Core Services	
Planview Enterprise	Planview Troux
General Application Administration	General Application Administration
General User Support	General User Support
Resource & User Administration	Resource & User Administration
User Compliance	Implement User Group Mappings
Alternate Structure Administration	Implement Custom Group/Roles
Configured Screen and Field Administration	Manage User Information
Column Set Administration	Troubleshoot User Access
Lifecycle and Workflow Assistance	Insight Custom Content Deployment
Financial Management Administration	Validation Post Upgrade
Rate Administration	Troubleshoot Upgrade/Issues
Reporting, Tile & Dashboard Assistance	Troubleshoot User Application Issues
Application Update Assistance	Troux Module Archive Deployment (.tma)
Scheduled Maintenance Operation	Data Import – Implement Import/Export Rules
Data Integrity Maintenance	Data Integrity Maintenance
External Content Administration	UI Data Element Exposure
Architecture Configuration Oversight	Architecture Configuration Oversight
Optional Services	
Planview Enterprise	Planview Troux
Controlled Release (CR) Testing	Controlled Release (CR) Testing
Version Upgrade Planning & Execution	Version Upgrade Planning & Execution
Remote Advisory Services (RAS)	Remote Advisory Services (RAS)
Monitor web-based scheduled tasks during daily coverage	Monitor web-based scheduled tasks during daily coverage
Extended Hours Support	Extended Hours Support

Get started today!
For more information about Planview Managed Services,
email ManagedServices@planview.com or visit
https://success.planview.com/Planview_Managed_Services

