RDC Business Solutions
WebFOCUS Caring & Feeding Program

RDC Business Solutions has a unique program to offer clients of Information Builders WebFOCUS product – a program aimed at delivering an affordable and effective service for the Caring and Feeding of IBI server instances deployed across an enterprise.

RDC's WebFOCUS Server Administration and Support offering, affectionately called the WebFOCUS Caring and Feeding program, is a beneficial and cost effective program that IT organizations can easily slide into an existing budget. This scenario allows IT to offload the grunt work of keeping their WebFOCUS server(s) up and running and tuned for optimal performance across all of the environments in which the IBI product is installed. The program provides for three break/fix support categories: Critical, Important and Scheduled so that issues that may occur can be dealt with by a professional Systems Engineer in the appropriate time frame and manner, and even covers the review and application of vendor patches, maintenance releases and upgrades to the server.

The base plan provides for 4 hours of reserved SE time per week for a small monthly fee of $2,600.00 (only $31,200 per year), with additional hours available upon email request. Based on a review of how many WebFOCUS servers are installed in any given environment and how heavily they are used, the template would be tailored to meet each client's exact service requirements.

Weekly review, adjusting, tuning and optimization of the WebFOCUS server is something that is typically not performed in many shops due to lack of time as well as lack of expertise to perform the role; combine that with professional break/fix and patch/release maintenance services and it is easy to see how the small service retainer fee delivers a big payback!

The program offers at least the following benefits:

❖ No need to train internal staff on one of the most difficult skills to maintain and retain.

❖ Small monthly budget for retainer hours goes a long way in servicing each account.

❖ Eliminate crashing agents and other problems that often plague IBI accounts.

❖ Keep your software up to date! Patches and maintenance releases are thoroughly screened to ensure only those applicable for each account are scheduled for installation. Many accounts fall way behind in maintenance due to the difficulty.

❖ Keep your servers at the same release level. Our SE's work with IT to ensure a plan is in place to get all servers at an installation to the same release level. This is a huge issue for easing the migration of code and applications from one environment to another.

❖ An internal full-time, salaried engineer can cost well over $100k when fully burdened with benefits and expenses. This program allows IT to redirect its high value, high dollar resources to tasks of much greater value to the organization.

❖ Eliminates the need to train multiple resources to provide server coverage and eliminates the need to schedule internal resources to provide coverage when the assigned SE resource is on vacation or becomes unavailable for some reason.

❖ We deliver an Owner's Manual to each client that thoroughly documents how each IBI server-based product is installed and configured. For many accounts – this basic but critical piece of documentation is missing until we deliver it!

❖ Additional hours can be purchased, and all hours requested over the base retainer hours are offered at a discounted rate to encourage utilization of our SE services.

❖ "Easy out" clause does not penalize an organization if the decision to go with the program is reversed down the road.

RDC's WebFOCUS Caring & Feeding Program . . . With an easy month fee, it's a smart decision to make!

RDC Business Solutions
"We Do Business Intelligence Engineering"
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