



# SmartOps

ORIGIN UTILITY, INC.

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EXECUTIVE SUMMARY

# SmartOps

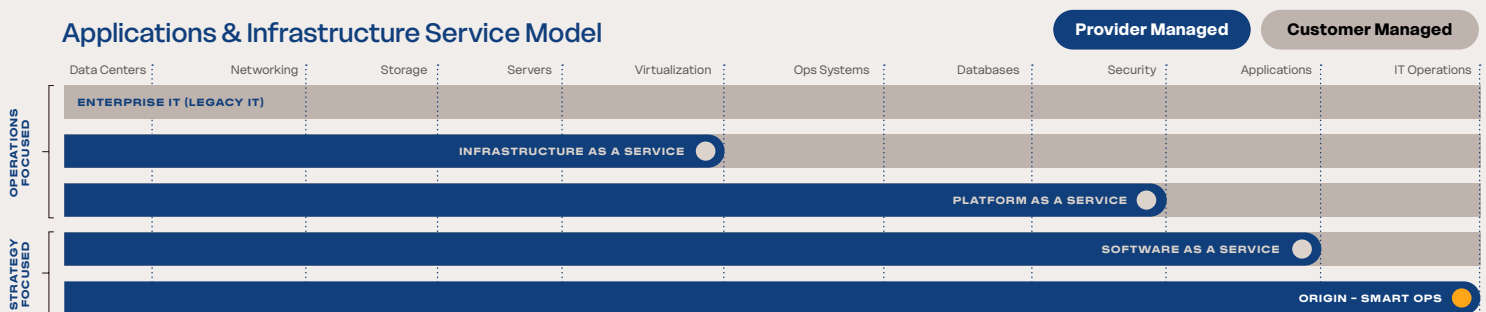
Beyond just the functionality of the solution, SmartCity Suite is fully supported and monitored by Origin SmartOps, led by a U.S.-based team of Origin technical and functional experts and available 24/7 to ensure consistent performance and responsive support. With Origin as your single vendor partner, your team can focus on delivering excellent service to your citizens, while Origin handles the technology.

SmartOps offers your team a single point of contact for all solution support requests, streamlining communication and making issue resolution seamless. SmartOps gives IT teams the freedom to focus on innovation rather than maintenance.

All SmartCity Suite product support is provided by Origin's SmartOps team. When necessary, Origin also leverages support from Oracle product assistance for OriginCIS. Our standard SLAs not only meet, but often exceed industry expectations, giving you peace of mind knowing you are covered at all times.

The U.S.-based SmartOps Critical Incident Managers monitor and manage the application suite. If the SmartOps team identifies an issue, they trap, triage, and address the issue, proactively communicating status to your team. Should your team's end users identify an issue, they would log that directly with your team's IT Service Desk, who documents and triages the issue. Should your team's IT staff require assistance, the IT staff submits the information via the SmartOps Support Portal for SmartOps team to review. If an issue occurs that requires Oracle product assistance, the SmartOps team creates a service request (SR) in the Oracle support portal, monitoring and reporting status back to your team. Your team may review their support tickets in the SmartOps portal as well.

## Applications & Infrastructure Service Model



SmartOps gives IT teams the freedom to focus on innovation rather than maintenance.



# Go-Live & Around The Clock

Origin's SmartOps team engages with our clients during the final phases of the project lifecycle, ensuring that your teams understand how our SmartOps team will continue to support you after the project concludes. The SmartOps team is fully knowledgeable about the unique aspects of our clients' solutions, using that information to tailor their support to your teams' needs.

Once the solution is implemented, future support is managed by Origin's SmartOps team. SmartCity Suite maintenance and support is provisioned through Origin's

SmartOps support team. The SmartOps' team of experts has years of experience successfully supporting your team once they are operational in production.

Origin's SmartOps support works on a follow-the-sun model to ensure your team always has access to operations support. A toll-free number is included with the Origin Service Desk, and your team also has access to the SmartOps Support Portal.

# Your Advantage Solution

Origin's SmartOps support offers CORE or FLEX options, providing you the type of support you need. CORE focuses on operational objectives, with Origin's expert team managing the day-to-day activities to keep the solution working optimally. SmartOps FLEX is our optional offering, delivering precisely what you need, when you need it. FLEX offerings include staff augmentation, specialized reporting, auditing, and other needs as they arise.

## Current SmartOps Offerings

	SMARTOPS CORE	SMARTOPS FLEX
Production Defects		
System Performance Issues		
Monitoring & Alerting		
Batch Jobs		
System Performance		
Third-Party Application		
Clarifying System Capabilities		
Regular System Updates / Releases		
Release / Update Training		
System Capabilities Enhancements		
Business Process Reviews / Updates		
System Capabilities Training		
Updated Reporting		
Staff Augmentation		
Specialized Auditing		
Specialized Training		

Thank You For  
Your Time.