

Managed Application Development and Support

Simply supporting applications isn't good enough. We provide continuous enhancement and development of your mission critical applications.

Our Approach to Managed Services:

CONTINUOUS ENHANCEMENT

Consulting:

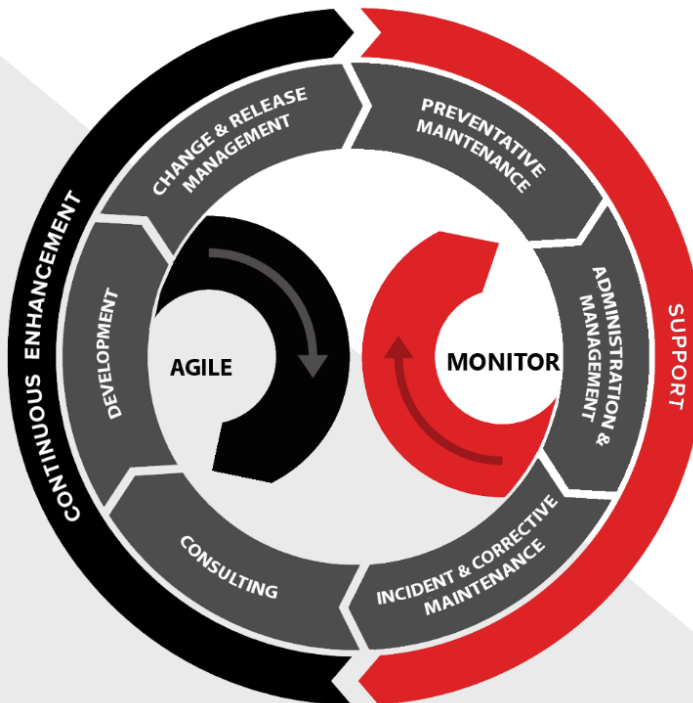
We will advise on how to continuously improve your applications and processes.

Development:

Continuously enhance your applications with agile development.

Change & Release Management:

We back you with our process and tools to deploy software features quicker with increased agility, quality and reliability.



SUPPORT

Preventative Maintenance:

We help you project and forecast challenges and risks with a mitigation strategy.

Administration & Management:

We provide you with the right set of tools, technologies and governance mechanisms so that you are in control.

Incident & Corrective Maintenance: Includes required bug-fixes, root-cause analysis and documentation of any issues.



Managed Services for Web & Mobile

Keeping pace with evolving user demands.

We help your web and mobile applications keep up with your ever evolving business needs. Our team is the perfect confluence of specialists in strategy, user experience and technology.

TechBlocks provides development and support for your website and web applications, as well as your native or hybrid mobile apps.



Business Support

- Insights & reporting
- Operational governance
- Recommendations for ongoing enhancement
- Help-desk
- Quick ticket service
- Issue escalation
- Website monitoring



Technical Support

- New web or mobile applications
- Architectural recommendations
- On-premise or cloud-based deployments
- Small code changes and bug fixes
- Code deployment
- Source control setup & management
- Security optimization
- Performance optimization
- Troubleshooting errors & resolution
- Application & demand management



Staff Support

- Configuration advice, guidance & how-to's
- User training & questions
- Web & mobile technical expertise

Choose your support level

Essential Support

\$3,000

20 Hours/Month
Immediate response for all S1* issues

Premier Support

\$5,000

40 Hours/Month
Immediate response for all S1* issues

Custom Support

Contact us to create custom SLA's to suit your needs

* S1 (Severity 1) issues are defined as those which an application failure of creates a serious business and financial exposure. For a complete list of Severity levels including examples, please contact TechBlocks.