



Time is a finite resource. That's why you and your team should spend yours delivering the insight your business needs for confident, considered decision-making. Not trying to identify inaccuracies in your models. Dealing with software upgrades and installs. Checking that report outputs give the answers you expect. Waiting for someone to make fixes for you. Constantly requesting internal budget for your service needs.

Use your time wisely and:

- ✓ Be confident in the outputs of your forecasts, predictions and dashboards?
- ✓ Reduce risk with rapid resolution of model, report and dashboard inaccuracies?
- ✓ Continuously improve your applications to meet your evolving needs?
- ✓ Maximise performance of software with supported upgrades, installs and health checks?
- ✓ Reduce time spent by internal teams and contractors on BAU and remedial tasks?
- ✓ Optimise headcount without lessening the value delivered to the business?
- ✓ Maximise the time you spend delivering trusted business insight?

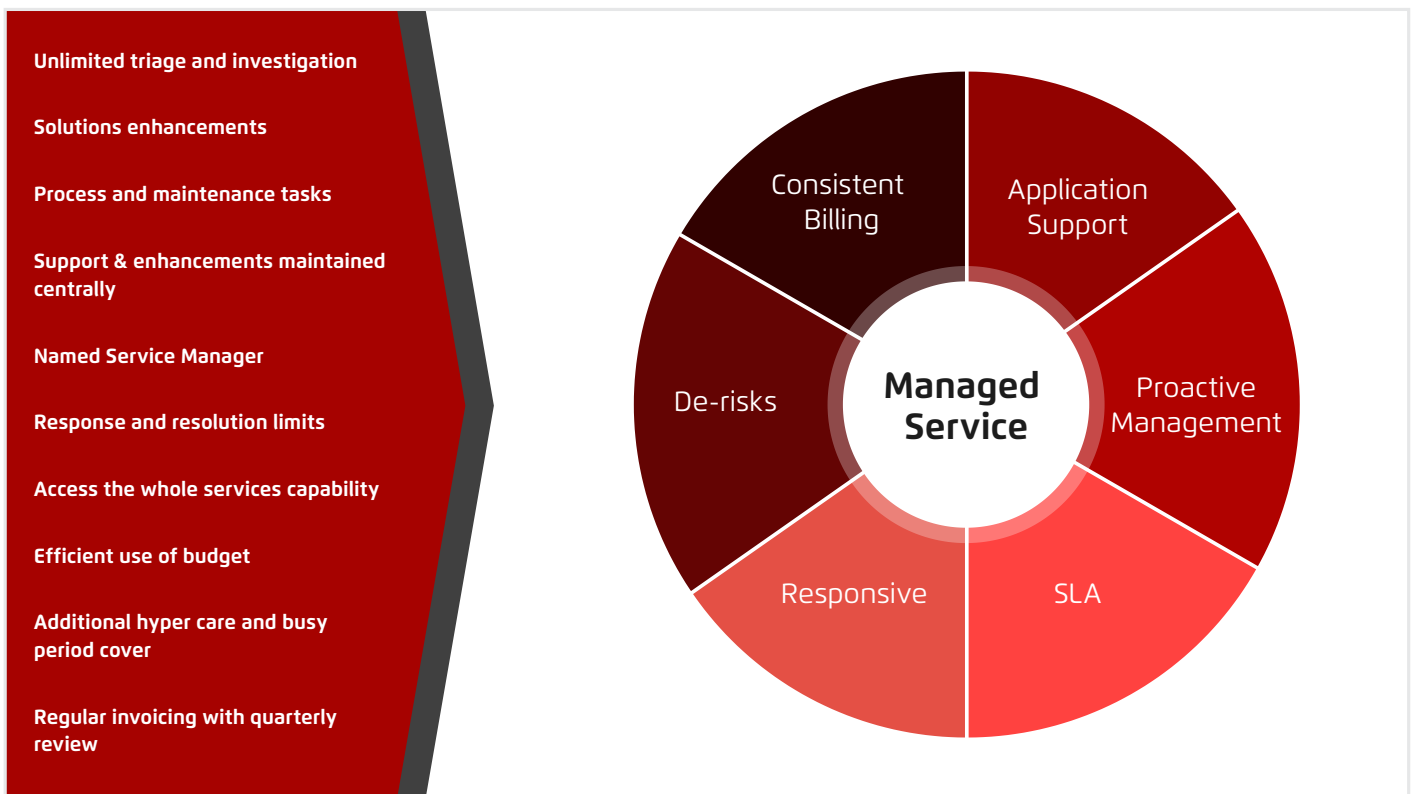
The Sempre Managed Service

This clear and flexible annual subscription service gives you ongoing access to the full breadth of Sempre's team of data and analytics experts as and when you need them.

Whether it's answering questions, sorting out quick model fixes, dealing with software maintenance tasks, discussing enhancements or offering

development advice, Sempre's Managed Service gives you unlimited access to the full range of Sempre's capabilities to triage, investigate and resolve your issues right when you need help.

So, instead of spending time pre-planning how to make best use of an allocated support slot – and then waiting – with Sempre's Managed Service our team is there to help you whenever you need it. Which we know often means right now!



Flexibility, speed and agility

With the Sempre Managed Service, our experienced and friendly solution experts are available to you as and when you need them, especially for those unforeseen issues and last-minute questions that just can't wait.

Our clear annual subscription model and rate card ensures efficient use of your spend. In addition, forward visibility of your budget simplifies your internal planning and budgeting process, saving you further time.

MANAGED SERVICE

With a variety of packages available, this flexible service enables you to invest in the level of support which you feel will best meet your needs today; and can be extended as your applications and software estate grows into the future. Quarterly units are broken down in 30 minute blocks which are called off as and when you need them.

The service includes allocation of a named Service Manager who is responsible for regularly reviewing the service with you and discussing service adjustments as and when appropriate. There are also SLAs, response and resolution targets, with clear escalation routes for breaches through your allocated Service Manager.

HOW IT WORKS

- You pre-order a block of units via our flexible annual subscription model.
- When you need help, you log a call with our UK-based Helpdesk as per usual. You can log any number of requests, how-tos, investigations, issue resolutions etc. at the same time.
- Our Helpdesk triages and investigates the situation around each request and resolves those they are able to themselves.
- If work by one of our senior consultants is required to resolve your issue, the Helpdesk assigns it to the right product and capability expert from across the whole Sempre team.
- Your units are consumed as and when required to deliver the outcome that meets your needs.
- Repeat as required!

Take the stress out of the support and issue resolution you need with the fast, flexible and friendly Managed Service from Sempre Analytics.

Delivering the support you need when you need it. At a cost and service level that makes sense

To find out more contact us.