



Your organization has made a strategic investment in TIBCO Spotfire, but does your BI team lack the specialists and resources needed to support your growing user community? Is your highly trained staff spending all their time on patches, upgrades and performance tuning, rather than building dashboards and providing the analysis your executives and internal stakeholders demand?

With Entrance OnCall Spotfire Managed Services, you can confidently outsource your Spotfire administration and support to our team of certified Spotfire experts for a fraction of the cost.

Our services are available in different sized offerings and can be customized to meet specific organizational needs and budgetary constraints. All support services are delivered remotely.

### OnCall Support Offerings

	BASIC	ADVANCED	CUSTOM
Dedicated Point Person	✓	✓	✓
User administration	✓	✓	✓
Support Coverage Times: 8 to 5 CST Monday -Friday	✓	✓	✓
Quarterly Meetings	—	✓	optional
SLA for Tier 1 Support Response time / Target Resolution Time	4 hours / 5 days	2 hours / 3 days	you decide
Upgrades & patches	1 month after availability	2 weeks after availability	you decide
# of Retainer Hours per month for ad-hoc work including: <ul style="list-style-type: none"> <li>• Integration of new data sources – data stores or applications</li> <li>• Creation of tables &amp; data mashups</li> <li>• Migrate reports from Excel, Access, etc. to Spotfire</li> <li>• User training &amp; best practices sharing</li> </ul>	20 *	40 *	optional

\* Additional retainer hours can be added as an option to your annual contract.

## BENEFITS OF THE ENTRANCE ONCALL SUPPORT PROGRAM

- Improved Productivity of Spotfire user base
- No need to hire specialized resources
- Predictable monthly expense
- Scales up or down with the needs of the business
- Committed SLAs and response times
- Access to Entrance Analytics and Spotfire experts

## TIBCO PRODUCTS SUPPORTED

- Spotfire Professional
- Web Player
- Spotfire Server
- Statistics Services
- TERR Engine

## ENTRANCE IS YOUR ONE-STOP VENDOR FOR TIBCO SPOTFIRE

Simply put, Entrance knows Spotfire best. Our consultants have extensive BI experience both using and implementing Spotfire. While we are unmatched at designing complex dashboards and custom development on the Spotfire platform, we are equally skilled at implementing, scaling and performance tuning the Spotfire platform to provide the ultimate user experience.

- Custom Dashboards
- Custom Data Connections
- R or Python Programming
- Spotfire Training

We look forward to partnering with you to maximize the returns on your Spotfire investment.

For a full listing of our consulting services, please read our capabilities brochure.

 888.343.5669

 [entranceconsulting.com](http://entranceconsulting.com)

