

# Managed Automation Services

With our Managed Automation Services (MAS), you can offload your OpCon responsibilities to the experts who built the platform.

You can choose from three different MAS packages:

1

## Managed Services

allows us to help you build the automation you want without increasing your headcount.

2

## Managed Operations

allows us to monitor your OpCon instance, so you can have peace of mind knowing things will be running smoothly.

3

## Managed Operations + Services

bundles the best of both— matching you with experienced automation experts who will manage everything about your OpCon environment.

	Managed Operations	Managed Services	Managed Operations + Services Bundle
Service Hours*		Starting at 5 hours per month	Starting at 4 hours per month**
MAS Implementation Package Add-on	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monitoring for Failures	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Meeting/Responding SLAs Based on Priority of Failures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email Reports of Failure Volumes by Priority Every 2 Weeks	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Make Changes to Jobs/Schedules in OpCon		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add New Jobs, Schedules, and Workflows		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Upgrades Included	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Regular Touchpoints with Automation Expert		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\*Managed Services package hours expire every two months, and Managed Operations + Services Bundle hours expire monthly.

\*\*Based on task usage