

Oceanforce Professional Services

Ensure the success of your BMC Remedyforce purchase by using Oceanforce Professional Services

Oceanforce Services Methodologies

Starter:: Laser focused, pre-packaged, and ideal for kickstarting a new Remedyforce installation or new ITIL based process such as Incident, Problem, or Change Management. Remotely delivered in as little as one day. A great cost-effective option.

Enablement:: Our most popular offering is the train-the-trainer method. This is ideal for new installations where you need configuration of the product that is unique to your business and where you have dedicated administrators on-staff that will administer your system long-term. Our Oceanforce team will evaluate your business needs and will use that information to seed the initial product configuration. We do this hand-in-hand with your administrators so that they are fully enabled to own and manage the system once the engagement ends. Your team is enabled to take the system go-live according to your own schedule.

Full Boat:: Similar to our Enablement offering; plus more! With the Full Boat, Oceanforce will be there from start to finish. From design, to configuration, to user acceptance testing, and all the way through Go-Live. This offering is perfect for organizations that need to ensure that your Remedyforce implementation is fully managed by teams of experienced Remedyforce experts.

AssistMe:: Billed hourly, this methodology is great for getting focused assistance in small batches. Partner with our experts to get best practice recommendations or think outside-of-the-box in creative ways to solve a special need.

Oceanforce Resourcing Options

- **Remote Administrators** – Experienced resources who can configure your system according to design specifications.
- **Senior Consultants** – Experts, certified by Salesforce and BMC Software, who can analyze, design, and deliver your solution regardless of business complexity.
- **Project Managers** – Oceanforce Project Managers work closely with you, our Oceanforce team, and the BMC Business Relationship Management team to plan activities and schedule your engagement throughout its lifecycle.



Oceanforce
Solutions

Oceanforce Services Methodology Comparison

	Starter	Enablement	Full Boat	AssistMe
Billing Model	SOW	SOW	SOW	Hourly
Delivered Remotely	Yes	Partially	Partially	Yes
Delivered Onsite	No	Partially	Partially	No
Performed by Certified Consultants	Yes	Yes	Yes	Yes
Includes Strategy and Design Consultation	Yes	Yes	Yes	Optional
Includes Product Configuration	Templated	Yes	Yes	Optional
Best Practice Templates Provided	Yes	Yes	Yes	No
Includes Administrator Training	No	Yes	Yes	No
Includes Customized Process Documentation	No	Yes	Yes	No
Includes End User Training	No	No	Yes	No
Go-Live and Post Go-Live Assistance	No	No	Yes	No



For more information about Oceanforce Solutions and our offerings, visit us on the web at **oceanforcesolutions.com** or call us at **+1.813.864.3380**



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