

REGULATORY, QUALITY AND COMPLIANCE

MANAGED SERVICES FOR TRACKWISE

In today's challenging operational environment, Quality System Health is paramount.

As an organization evolves their Quality Ecosystem, the complexity in managing these environments becomes more challenging. The ability to maintain a peak performing Quality System becomes instrumental in maintaining and adhering to the organizations Quality Goals.

All of these reasons are why many enterprises are turning to Sikich Managed Services for TrackWise to help them with their critical application needs. Leveraging our staff, resources and expertise as a managed service provider can ensure you get the predictable application performance you need, while reducing costs, relieving the management burden, and ensuring accountability and quick resolution of any issues.

MANAGED SERVICES FOR TRACKWISE AT A GLANCE



COMPREHENSIVE SERVICE (ON-SITE)

A staff augmentation model to keep your business-critical applications highly available.



COMPREHENSIVE SERVICE (OFF-SITE)

Providing complete and comprehensive off-site application support and administration for your systems. Ideal for an organization that does not have an in house support team.



ESSENTIALS SERVICE

A collaborative support model to bring subject matter expertise to your current application support and administration teams when you need it. Ideal for an organization with an inexperienced or understaffed support team.



MENTORING SERVICE

Ideal for groups with an existing application support team or administrator but requires subject matter expertise and consultation from time to time.

BENEFITS OF SIKICH MANAGED SERVICES FOR TRACKWISE:

- Refocus resources on core business
- Reduce operations costs
- Remediate lack of internal skills/resources
- Improve application readiness
- Single point of contact/accountability
- Sparta accredited resources

ABOUT US:

Since 2008, Sikich's Regulatory Quality & Compliance practice has been at the forefront of business process and system implementation expertise for regulated industries. We understand regulated industry landscapes and can help you navigate a path forward as you embark on your digital transformation journey.

OUR APPROACH

Sikich has built a team with unparalleled expertise in quality systems for regulated industries. Our 360 solutions approach is designed to empower, evolve and support every facet of your ecosystem, while also implementing best practices for digital transformation initiatives.

We bring a comprehensive understanding of industry business processes and regulatory guidelines, providing comprehensive offerings to ensure our clients are successful every step of the way.

	Comprehensive ON SITE*	Comprehensive OFF SITE*	ESSENTIALS	MENTORING
Remote desktop assistance on demand	✓	✓	✓	✓
System Consultation	✓	✓	✓	✓
Point Release Patch Maintenance	✓	✓	✓	
Incident & Issue Troubleshooting and Estimation	✓	✓	✓	
User Access Administration	✓	✓		
Migrations	✓	✓		
Interface triage support	✓	✓		
Assigned Account Manager	✓	✓		
Administration support services	✓	✓		
Annual roadmap review with product teams	✓	✓		
Minor Enhancements & Customizations	✓	✓		
-Configuration and Reports	✓	✓		
Application health & ticket trend Reports	✓	✓		
Designated Administrator	✓			
Administrative Phone support - local business hours		✓	✓	✓
SLA response targets		✓		

*Available with Sparta Technical Account Manager (TAM) offering

Contact Us Today! Call 609.285.5000 or visit www.sikich.com/qms-life-sciences