



Support Services

Providing high quality Support Services that address all aspects of your software application life-cycle needs

VALUE ADDED SUPPORT

As part of our Value Added Support solution, we provide additional support at no extra cost. It's simple. All you have to do is renew your maintenance and support with us and you'll receive increased benefits for free.

LEVEL 1 SUPPORT

RJR offers Level 1 (L1) support for many of its Business Management Solutions (BMS) strategies.

- RJR is an authorized L1 Support Provider for BMC, Bomgar, Entrust, Mobile Reach, RightAnswers, SafeNet/Gemalto and WinMagic.
- RJR is the first point of contact. With RJR's guaranteed access to senior consultants and BMS Knowledge Management strategy, you'll improve your first call resolution performance, reduce your operating costs and improve customer satisfaction.
- RJR offers an additional service: an internal escalation from Level 1 to Level 2, and sometimes Level 3. In many cases, Level 2 issues are resolved by RJR consultants internally due to their product expertise. As well, RJR's direct access to its partners' knowledge also enables a rapid escalation for Level 2 and Level 3 issues.

EXTENDED SUPPORT

Enhance the RJR support solution. We can increase your current level of support and hours of support to fit your specific needs and to streamline your current support solution.

- Make RJR your first point of contact to increase accessibility and to provide a quicker turnaround of customer requests.
- Extend your support to 24 hours to enhance IT support resources and to improve productivity.

ON-SITE EMERGENCY SUPPORT

- With On-Site Emergency Support you'll receive guaranteed on-site response times and a guaranteed on-site consulting rate.
- We tailor our emergency support to your specific needs while a prepaid fee secures a better daily rate.

MANAGED SERVICES

RJR's Managed Services removes your organization's requirement to commit internal resources to implementing, maintaining and managing new processes and/or functionalities.

For all the benefits of these services and more visit RJRinnovations.com





PRODUCT DETAILS

Control-M automates and simplifies batch job creation, scheduling, and management across IT environments. It makes it easy to build and monitor workflows through a graphical interface that provides a single point of control for all enterprise batch jobs. Control-M presents a common view of all enterprise workloads and provides a single, consistent GUI to automate workflow development, scheduling, and management. Users have the ability to manage any workload without requiring environment-specific expertise. Control-M also has an extensive set of modules and extensions that provide additional functionality for different activities and environments.

Automated client and agent deployment capabilities:

Using the automated agent and client deployment capability in Control-M, users can reduce the time previously required for manual upgrades and maintenance. With a few simple steps, agents and clients can be deployed or updated from a central point of control. The deployment of agent updates can also be scheduled for a later time, increasing flexibility and reducing costs.

High availability: Control-M High Availability enables you to maximize your production environment uptime, prevent data loss, and ensure business continuity in the event of hardware maintenance or failure. It supports automatic or manual failovers to a secondary host from a single point of control.



Automated application workflow:

Using Workload Change Manager, you can now automate application workflow promotion between test and production environments to accelerate application change and deployment cycle times.

Run time analytics:

Control-M features advanced out-of-the-box insight into all jobs across your enterprise, significantly improving run time estimation with Batch Impact Manager analytics.

Usage alerts:

Keep an eye on your task usage with Usage Alerts. You can define task usage alert thresholds across all of your Control-M environments and automatically receive an email alert when thresholds are reached.

Big data workflows:

Streamline and simplify Hadoop batch processing and shorten development time by simplifying workflow creation and management through an intuitive interface for building workflows. Control-M offers native support for Hadoop, traditional platforms and applications, and file transfers. Job flows



Job flows available in Gantt views for planning, monitoring, history, and forecasting domains showing the best times during a day to plan for maintenance or downtime, jobs running in parallel, and with Batch Impact Manager, run times through the end of the day.



We provide innovative, customized business process consulting, software implementation services and Level 1 bilingual support for multiple ITSM and DEM solutions and add-ons. We understand that in today's day and age, technology leaders are focused on transforming how IT operates. Digital transformation and automation are key elements in ensuring that most organizations keep up with how fast-paced both technology and information are consumed and delivered – at work and at home; on premise and in the cloud.

