

Managed Services for Your Mission-Critical IT Systems

Extend The Capabilities Of Your IT Team By Partnering With An Experienced Provider

IT Leaders face a perfect storm of increasing ecosystem complexity, an ever-growing list of potential risks, and continual budget constraints. As a result, many businesses are struggling to attract and retain technical resources with the right experience and skill sets, resulting in frequent disruptions in service and making it challenging to maintain their environment while also delivering against key strategic objectives. Choosing the right managed service provider can help businesses execute a unified strategy, maintain business continuity, and reduce spend across operations to enable strategic investments to meet critical business drivers.

Spinnaker Managed Services provides expert services for mission-critical systems:

- Oracle
- SAP
- JD Edwards
- Salesforce
- Microsoft
- Open Source
- Sybase

Spinnaker Managed Services provides a full suite of expert services enabling your organization to:

-  **Manage Complexity**
of hybrid IT environments with a unified management approach
-  **Optimize Performance**
for system availability, resilience, and security
-  **Improve Security**
through risk mitigation strategies for mission-critical operations
-  **Reduce OpEx Spend**
to reallocate resources to strategic initiatives that positively impact the business

Explore Our Third-Party Support Service

Spinnaker Managed Services provides a full suite of services tailored to meet your organization's needs:



PERFORMANCE TUNING

Enhance performance with routine health checks to identify improvement opportunities



SOFTWARE LIFECYCLE & RELEASE MANAGEMENT

Access the latest functionality and improve system performance



DATABASE UPGRADES

Optimize performance and security with planned project-based upgrades



DATABASE BACKUP & RECOVERY

Meet your retention policies with confidence



EMERGENCY SERVICES

Execute your disaster recovery plans aligned with corporate policies



PREVENTIVE MAINTENANCE

Extend the useful life of your software system by keeping it running smoothly

Spinnaker Support Third-Party Support Features

These features are included within our Third-Party Support offering at **no additional cost**



Spinnaker Shield™

A Holistic Security Approach to Software Vulnerability Protection

Spinnaker Shield maintains or improves your security posture for your applications and technologies over the vendors themselves, all guaranteed by our industry leading Ultimate Support Guarantee. Armed with proven processes, tried-and-true security insight, and a staff of industry experts, Spinnaker continually investigates issues, hardens, and protects your database, middleware, and application environments.

With Spinnaker Shield, IT leaders strengthen their organization's security posture and proactively respond to the constantly evolving security landscape through:

- **Risk mitigation** through improved processes, compliance, and best practices
- **Proactively secure** your system by targeting weakness categories and implementing attack surface reduction measures
- **Secure unique** architecture and configuration with tailored solutions that don't rely on one-size-fits-all vendor patches
- **Achieve regulatory compliance** across your entire Oracle software estate, regardless of the age of the software



Spinnaker Link™

Take Back Control and Choose How Your System Interoperates

Spinnaker Link frees you from vendor red tape and interoperability restrictions by enabling you to design and deploy integrations for your unique IT environment with services including Email Authentication Tunneling, Encryption Translation Tunneling, Java Desktop Client, and Operating System Integrations.

With Spinnaker Link, we provide personalized interoperability services allowing your organization to:

- **Manage complexity of IT environments with a unified interoperability strategy**
- **Reduce threats through improved security, compliance, and process**
- **Take control of your IT roadmap by extending the life of current systems**
- **Future-proof your system to integrate into new components and software**



Spinnaker Intelligence™

Resolve issues faster with AI-assisted enterprise software support

Spinnaker Intelligence is an AI/ML tool that assists with rapid issue resolution. Leveraging a vast quantity of anonymized historical data, Spinnaker Intelligence augments Spinnaker's expert engineers by enabling them to tap into the collective experience quickly and easily across Spinnaker.

Spinnaker Intelligence provides a full suite of expert services enabling your organization to:

- **Enhance customer support by minimizing downtime caused by system issues**
- **Increase operational efficiency with AI-assisted issue resolution that delivers fixes faster**
- **Improve service quality and consistency by leveraging prior issue-resolution strategies**

Spinnaker Support is Your Trusted Partner

Spinnaker Support has helped **over 1000 customers** improve their enterprise software support experience and achieve their strategic IT objects. With Spinnaker's experienced people, mature processes, and advanced tools, you will receive:

- **Extended coverage** to resolve issues, no matter the source, with 24x7x365 support
- **Faster response** with our proprietary AI-assisted ticket resolution
- **Lifetime support** to keep your existing systems running as long as you want
- **Personalized service** to resolve issues and ensure security and interoperability with your customized systems
- **Expert engineers** with over 20 years of software experience
- **Cost savings** of 50-62% compared to vendor support contracts
- **Certified technicians** with 20+ years of experience
- **Agile delivery methodology** for on-time, on-budget projects
- **Workflows and integrations** to create a seamless experience

When contemplating third-party support, businesses often worry about software license compliance, loss of access to vendor fixes and patches, or simply the ability of another company to match the quality of vendor-provided support. Fortunately, making the switch to third-party support doesn't have to be scary. Spinnaker takes the risk out of third-party support with our **Ultimate Support Guarantee**, an assurance that we will deliver legally compliant service delivery, technical issue coverage, security, interoperability, and license compliance.

Support at Each Step of Your Journey

Spinnaker provides a suite of services that empowers your organization to take control of your technology strategy and maximize the value of your investments wherever you are in your technology ecosystem journey.

- Spinnaker Support for Oracle, SAP, and JD Edwards
- Spinnaker Shield™
- Spinnaker Link™
- Spinnaker Intelligence™
- Spinnaker Managed Services™

About Us

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments, and freeing up the capital and resources leaders need to navigate the future with certainty.

