



# Keyrus support

Managed services

keyrus

“do what you do best and  
outsource the rest”

~ Peter Druckner  
The founder of modern business management

# Managed services offering breakdown

Keyrus offers a three-tiered Gold, Silver and Bronze approach for managing, monitoring, and continuously improving analytical solutions.

Managed service	Gold	Silver	Bronze
Support desk	✓	✓	✓
Monthly reporting	✓	✓	✓
Newsletters	✓	✓	✓
Account manager	✓	✓	✓
Server performance & content manager	✓	✓	
Server upgrades	✓	✓	
User support & enablement	✓		
Use case exploration workshops	✓		
			Service desk
			Infrastructure support
			Enablement

# Managed services offering breakdown

Managed service	Frequency of task	Keyrus task
<b>Support desk</b>	During business hours	<ul style="list-style-type: none"> <li>• Standard Keyrus ticketing system</li> <li>• Manage requests on a case-by-case basis</li> </ul>
<b>Monthly reporting</b>	Once a month	<ul style="list-style-type: none"> <li>• Monthly reporting – no. of tickets logged / opened / closed</li> <li>• KPI's of any recurring trends or opportunities.</li> <li>• Tableau admin insights, support &amp; training / enablement summary</li> </ul>
<b>Newsletters</b>	Once a quarter	<ul style="list-style-type: none"> <li>• New feature updates, technology trends, upcoming webinar's</li> <li>• Tableau specific content</li> <li>• Data engineering content</li> </ul>
<b>Account manager</b>	During business hours	<ul style="list-style-type: none"> <li>• Dedicated Account Manager</li> <li>• A single point of contact</li> </ul>
<b>Server performance &amp; content manager</b>	Once a week	<ul style="list-style-type: none"> <li>• Proactive monitoring &amp; maintenance on each Tableau server</li> <li>• Monitoring &amp; management of SSL, SMTP &amp; licensing.</li> <li>• Tableau server topology management</li> </ul>
<b>Server upgrades</b>	Twice a year	<ul style="list-style-type: none"> <li>• Up to two Tableau Server upgrades per annum</li> <li>• Internal IT support on standby during upgrades</li> </ul>
<b>User support &amp; enablement</b>	During business hours	<ul style="list-style-type: none"> <li>• Discuss product features, best practice, performance tuning, etc.</li> <li>• Opportunity for the customer to dictate which areas of the analytics solution requires attention.</li> </ul>
<b>Use case exploration workshops</b>	Once a month	<ul style="list-style-type: none"> <li>• Sessions to discover analytical opportunities</li> <li>• Business Analyst to facilitate sessions &amp; document findings</li> <li>• Present findings back to the customer</li> </ul>

# Managed services commercial terms

- Pricing stated in the proposal is a starting price and is subject to the complexity of the environment.
- Invoice monthly at the indicated price per package (Gold, Silver, Bronze).
- Minimum 6-month engagement.
- A Purchase Order (PO) will need to be raised prior to the commencement of any delivery.
- All prices are exclusive of VAT.





# Managed services investment breakdown

Managed service task	Gold	Silver	Bronze
Support desk	✓	✓	✓
Monthly reporting	✓	✓	✓
Newsletters	✓	✓	✓
Account manager	✓	✓	✓
Server performance & content manager	✓	✓	
Server upgrades	✓	✓	
User support & enablement	✓		
Use case exploration workshops	✓		
<b>Total per month</b>	<b>R 170,000</b>	<b>R 69,100</b>	<b>R 29,000</b>

# Consulting services offering breakdown

- This is an optional service that is executed as a long-term project. This project runs in parallel with the managed service engagement.
- The scope of work will be defined within the hours of the project and executed in accordance with the agreed timelines. A dedicated Project Manager will manage the delivery, stakeholder engagement, and timelines for all project tasks.

## Optional once-off project investment

Keyrus consulting service

Minimum hours

Gold



**180 hours**

Silver



**180 hours**

Bronze



**180 hours**

# Consulting services offering breakdown

- The project hours stated in the optional once-off project investment breakdown can be utilized in any of the following areas.

Consulting service	Keyrus task
<b>Data integration</b>	Complex movement of data from source to target, with best practice data architecture applied to ensure secure and performant data flows.
<b>Data engineering</b>	Complex Extract, Transform and Load (ETL) business rule transformations to prepare and cleanse data to be ready for analytics. This may include data warehouse design and modern data architecture frameworks to ensure preparation for future analytics.
<b>Cloud migrations</b>	Designing, planning, and executing the movements of data architectures from on-premise to the Cloud.
<b>Bespoke dashboard development</b>	When applicable, the option to outsource certain analytical requirements to Keyrus.
<b>Modern data stack architecture best practice</b>	Advisory and workshop sessions to ensure the alignment of the client to a data stack that is best suited to their existing investments. Workshops relating to architecture data frameworks, such as data fabric or data mesh, or technology specific discussions relating to specific technologies, such a Databricks, Azure Fabric, or Fivetran.



## Consulting services commercial terms



- Optional service with a minimum threshold bulk purchase of hours.
- Based on a Time & Materials basis and billed monthly.
- A Purchase Order (PO) will need to be raised prior to the commencement of any delivery.
- All prices at exclusive of VAT.

# Consulting services offering breakdown

	Gold	Silver	Bronze
Optional once-off project investment			
Keyrus consulting service per hour			
Minimum hours per month	180 hours	180 hours	180 hours
<b>Total</b>	<b>R 171,000</b>	<b>R 175,500</b>	<b>R 179,100</b>

Let's talk about how we can make your data matter



Scan here



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Thank you!