# CLOUDCARE

The First **24/7** Monitoring and Support Service for OutSystems Applications

ITIL compliant support for all your OutSystems applications from North America's most experienced OutSystems Partner.

APPLICATION SUPPORT

- Coverage to meet your business requirements
  - 5 days/week, 8 hrs/day
  - 5 days/week, 12 hrs/day
  - 7 days/week, 24 hrs/day
- Level 2 and 3 Support
- Emergency and Corrective Maintenance included

Hybrid
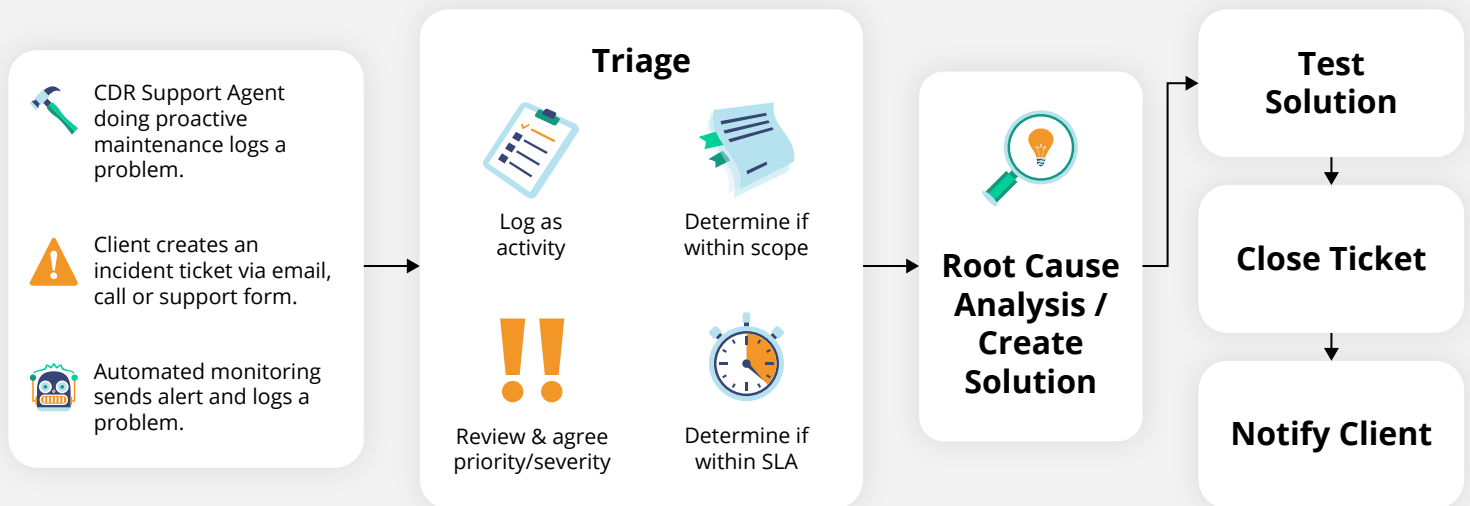
Private

Public

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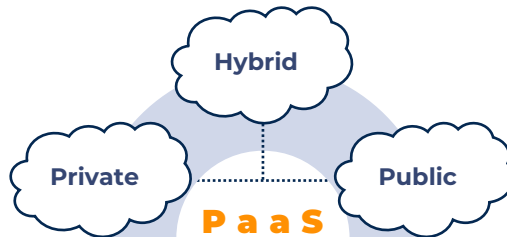
PLATFORM MONITORING

- 24/7 monitoring of your OutSystems platform and application(s) health
  - Server and DB Health
  - Application Performance
  - Performance Improvement Recommendations
  - Application Outages/Notifications

CLOUDCARE

Our team of experts has decades of experience running OutSystems apps, supporting hundreds of thousands of users.

CDR Support Agent doing proactive maintenance logs a problem.

Client creates an incident ticket via email, call or support form.

Automated monitoring sends alert and logs a problem.

Triage

Log as activity

Determine if within scope

Review & agree priority/severity

Determine if within SLA

Root Cause Analysis / Create Solution

Test Solution

Close Ticket

Notify Client

Why Trust Us

As the largest, most-experienced US-based OutSystems Partner, and recognized by OutSystems as Partner of the Year in both 2019 and 2020, we have:

200+ GLOBAL EMPLOYEES

150+ SUCCESSFUL PROJECTS

100+ SYSTEMS DELIVERED