

## What are Managed Services?

Open Sky Group Managed Services includes support, infrastructure and development services. We work with you to ensure you are getting optimal system performance and productivity from your installed warehouse, labor and transportation management software.

### Support

Open Sky Group Managed Services support includes:

- 24x7 critical system down issues
- Production-based issue resolution
- Questions about non-deployed system capabilities
- Production-specific application performance issues
- Application of rollouts and customer cumulative patches (formerly known as hot fixes)
- Archiving verification
- Job error reporting
- Closed loop support for Blue Yonder application-related issues
- Minor changes (< 4 hours) to existing personalization, reports and labels
- Monthly reviews of tickets and issues

### Infrastructure

Open Sky Group Managed Services infrastructure provides assistance with technical issues within your Blue Yonder environment and servers, as well as server and database configuration and overall performance management. Infrastructure provides:

- Disk capacity monitoring and review
- SQL long running jobs
- Blue Yonder specific server and database configuration guidance
- Index and statistic reviews
- Monthly operating system patches and reboots
- Application and database services monitoring
- Monthly system health check

### Development

Given the ever-changing business needs of warehouse operations, Open Sky Group Managed Services development is an option for support clients that have recurring development requirements (recurring contract available).

**Open Sky Group can help your company reach new heights of supply chain efficiency.**

Contact Open Sky Group today: +1 866.359.4437 | [www.openskygroup.com](http://www.openskygroup.com)

## OPEN SKY GROUP BY THE NUMBERS

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- **700+** supply chain software projects since 2006
- **90+** WMS/WLM go-lives in last two years (**18 go lives in 15 weeks in 2019**)
- Average experience = **9+** Blue Yonder, **15+** supply chain
- **Largest**, dedicated Blue Yonder WMS implementation partner
- **Largest** TMS architect pool in Blue Yonder partner community
- **Four-time** [Award winner of Blue Yonder Top Channel Partner, North America](#)
- **Seven-time** [Award winner of SupplyChainBrain's Top 100 Great Supply Chain Partners](#)
- **Five-time** [Award winner of Food Logistics FL100+](#)



## ABOUT OPEN SKY GROUP

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Open Sky Group, global specialists in the Blue Yonder supply chain platform (formerly JDA RedPrairie Software), helps companies like yours implement and upgrade warehouse, labor and transportation management systems. Challenging the traditional method of software implementation, Open Sky Group has pioneered its own templated method that includes pre-built configurations and integrations and strongly discourages modifications, which means less risk and lower costs for your company because software isn't being modified.

- Typical software implementations or upgrades with Open Sky Group are four to six months.
- On average, clients who upgrade their software with Open Sky Group experience a 30% maintenance cost reduction because they're no longer supporting unnecessary software customizations.
- Open Sky Group continually invests in [early adoption of the newest versions of the Blue Yonder supply chain platform](#) so that you get to work with knowledgeable experts who can help you get the most from your software investment.
- Open Sky Group maintains an excellent relationship with Blue Yonder which means you benefit from that collaboration continually throughout the life of your project and beyond.

Open Sky Group's talented consultants use their deep experience and skills to make sure you get the best possible results whether that's on-premise or in the cloud. With offices in the U.S., UK and Australia, Open Sky Group resources are based in key cities and across the world. Operationally focused and committed to consistent core teams during implementations and upgrades, Open Sky Group strives every day to be the best consultants on the planet.

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