MHR

ANALYTICS

MHR Analytics Assist Service

MHR Analytics Assist is a highly responsive and tailored service that provides you with access to dedicated expert consultants to help with business-critical tasks.

Our consultants can help with support enhancements from across the Analytics product offers, to protect your investment, reputation and business. Covering all analytics and business intelligence areas, the service includes assistance with dashboards, predictive modelling, planning, report creation and product administration, as well as system support.

The MHR Analytics Assist remote service can be used as an extension to your team, providing you with a team of experts who will provide consistent support even at short notice, for example to cover long-term sickness absence or holidays.

The service can be used for enhancements or minor development work, problem resolution and new requests for support activity reporting.

MHR

This service provides:

- Access to a dedicated team of consultants who will provide advice, guidance and expert knowledge at short notice
- A flexible and reactive solution to help you with business-critical tasks which can be accessed in one-hour blocks
- Consistent support when you need it

Key benefits:

- A flexible solution offering fast access to a team of expert consultants
- Available when you need it
- Consultancy time can be spread across all MHRA offers
- Can be purchased in advance for complete peace of mind

Products covered:

- SAP BusinessObjects (including report packs)
- SAP Analytics Cloud
- IBM Planning Analytics (including Financial Workforce Planning)
- IBM Cognos Analytics
- SAP Enable Now
- Microsoft Power BI
- Microsoft Azure
- Pension and regulatory reporting services

What assistance is covered

Analytics Assist is available for all MHR Analytics customers who wish to purchase additional support which does not fit within the standard software and support offering included with MHR Analytics products. The types of services included within Assist service are:

- Problem resolution e.g. faults caused by knock-on effects of non-supported systems, user misunderstanding and data quality issues
- Enhancements or minor development work which is estimated to take three days or less
- New requests for support activity reporting

Service options

Standard packages of 6 hours support are available for you to utilise whenever you need it. All we ask is that you book a minimum of one hour at a time. **Please note that this service does not cover large enhancements or developments of three or more days effort, or customer training**.

MHR Analytics can also support customers who have on premise solutions and offer an extended system adminstration service in the event of staff shortages etc.

To find out more about how our Analytics Assist service can support your organisation, please speak to your Account Manager or email **info@mhranalytics.com**.