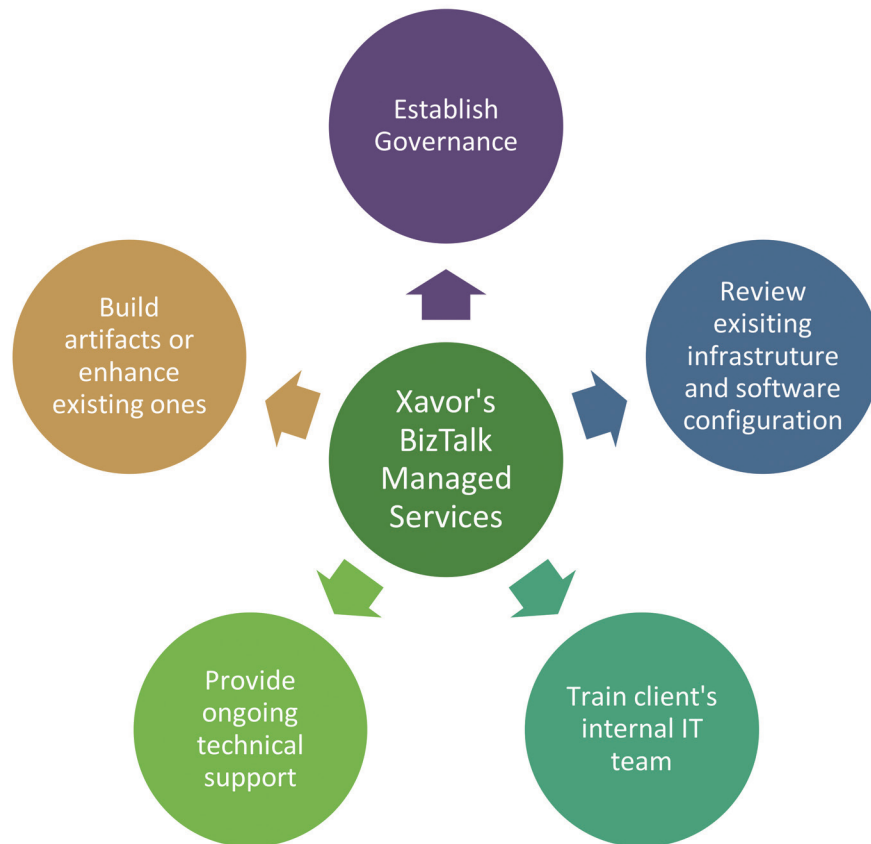


Managed Services for BizTalk



What Can Xavor's Managed Services For BizTalk Do For Your Business?

Decrease your total cost of ownership by outsourcing your **BizTalk** support to us. No need to hire expensive resources to provide 24/7 support, fix bugs, and introduce enhancements. Sit back and relax! We will take care of everything on your behalf.



Xavor offers support & maintenance for every version of **BizTalk**:

- Establish governance
- Provide ongoing technical support
- Outline an adoption and deployment strategy
- Review infrastructure & software configuration, or other key architectural elements
- Train internal resources on industry best practices and technical approaches
- Build artifacts or enhance existing artifacts

Managed Services for BizTalk



Why Xavor?

Xavor's Managed Services provide a strategic and flexible delivery model to cater to your specific needs. We offer **four different support packages**. You can pick the model that best meets your budget and support requirements. The support contract can either be long termed or on rolling basis.

Basic	Bronze	Silver	Gold
Scope <ul style="list-style-type: none"> Level 3 break fix service calls 2 hours response time 8 AM to 6 PM business days Email and phone support 	Scope <ul style="list-style-type: none"> Level 3 break fix service calls 2 hours response time 8 AM to 6 PM business days BizTalk administration Monthly BizTalk health reports Incident management Proactive BizTalk patch management Email, IM and phone support Partner support portal 1 production environment 	Scope <ul style="list-style-type: none"> Level 3 break fix service calls 2 hours response time 8 AM to 6 PM business days BizTalk administration Monthly BizTalk health reports Incident management Configuration management Proactive BizTalk patch management Email, IM and phone support Partner support portal 1 production environment 	Scope <ul style="list-style-type: none"> BizTalk security administration Security audit reports Application monitoring Multiple production environments Logic Apps and BizTalk services administration
Remote Support	Remote Support and 1 day onsite per month	Remote Support and 1 day onsite per month	Remote Support and 2 days onsite per month
8 hours per month and bankable unused hours* (billed quarterly)	28 hours per month and bankable unused hours*	40 hours per month and bankable unused hours*	68 hours per month and bankable unused hours*
\$1,200 per month (Rolling, no fixed term)	\$3,500 per month (Rolling, no fixed term)	\$5,000 per month (Rolling, no fixed term)	\$8,500 per month (Rolling, no fixed term)

Includes at no cost:

- Initial **BizTalk** health assessment, including SQL Server configuration assessment
- Cloud migration planning

* Unused hours are banked and will be adjusted every quarter against the extra/un-budgeted support hours that you consume. Maximum of 40% of monthly hours, and maximum of 3 months/years shall be redeemable. Additional (non-redeemable) hours shall be billed at \$300/hour.

Contact us today for more information!



About Xavor Corporation

Since 2004, Xavor's BizTalk consultants have been architecting and building EAI (Enterprise Application Integration) and B2B (Business to Business) solutions for Fortune 500 companies such as Virgin Entertainment Group, Broadcom Limited, and the National Bank of Kuwait. We have also delivered integration projects for several midsize companies in North America and the GCC region.

Visit us at xavor.com

