



# CAPABILITY STATEMENT

## MANAGED SERVICES



**moser**  
consulting

Moser Managed Services are strategically sourced information technology services delivered at a predictable monthly cost. As an IT as a Service (ITaaS) offering, Moser Managed Services allows you to strategically source all or part of your information technology so that you can concentrate on your business objectives. With Moser as your strategic sourcing provider, you can trust your data, application and infrastructure to us. You can do your best, knowing Moser is doing what we do best.

### OUR SELECT SERVICES

- Enterprise Architecture Strategy Planning, Tactical Development and Operational Governance
- Business Analysis and Business Process Engineering
- Data Governance and Stewardship
- Database Development, Troubleshooting, Performance Tuning and Monitoring
- Business Intelligence
- Systems Development and Integration
- Information Technology Infrastructure Planning, Installation and Monitoring
- Information Security, Business Continuity and Disaster Recovery Planning
- Information Technology Professional Skills and Resource Modeling

### OUR APPROACH

When you engage Moser as your Strategic Sourcing provider, you have the combined expertise of more than 200 business technology professionals at your disposal. Our three-phase approach is a key differentiator for our clients.

#### 1 Discovery

Moser's proprietary Enterprise Architecture System Review (MEASR) is deployed by Moser senior consultants teamed with client personnel to benchmark and document the client enterprise's current-state in eight specific categories.

#### 2 Solution

The Solution Phase presents alternatives for increasing value and reducing costs by engaging Moser Managed Services. Service Level Agreement terms are identified to protect client interests and define Moser Managed Services responsibilities.

#### 3 Delivery

The transition of selected Managed Services solutions from the client to Moser are planned in detail to meet defined Service Level Agreements. Once the transition is complete, the Moser Managed Services engagement personnel deliver professional services guided by SLA terms, conditions and performance metrics.

### WHO WE ARE

Our dedicated and certified engineers have deep knowledge and years of experience. We design and implement solutions and solve problems with our primary focus being your success. The entire Moser team is committed to bringing you state-of-the-art, best practice technological support throughout our work together.

### OUR VALUE-ADD

Strategically sourcing your technology support through Moser Managed Services improves the efficiency, reliability, security, and scalability of your technology investment. Strategic sourcing allows IT leaders to focus on business strategy first, with the assurance that their data, applications and network are managed to contractual specifications.

### CONTACT INFORMATION

#### INDIANA LOCATION

6220 Castleway West Drive, Suite 100  
Indianapolis, Indiana 46250  
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#### MARYLAND LOCATION

17 Governors Court, Suite 200  
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### RECOGNITIONS

Recognized by Enterprise Services Outlook Magazine  
**25 MOST RECOMMENDED  
INFRASTRUCTURE MANAGED  
SERVICES PROVIDERS**

Recognized by CIO STORY Magazine  
**50 MOST POWERFUL BIG DATA VENDORS**

Recognized by TechPoint MIRA  
**BEST CORPORATE CULTURE RUNNER UP**

Rated for the past 4 years as  
**BEST PLACES TO WORK IN INDIANA**

Rated for the past 2 years as  
**BEST PLACES TO WORK IN BALTIMORE**

# CASE STUDIES

## **A national non-profit can focus on helping others without IT budget surprises**

A nationally-recognized not-for-profit retail organization engaged Moser Consulting to address their data warehouse system. Moser learned that staff transitions and lack of documentation translated to poor support and response times. Moser addressed the performance issues by re-writing and streamlining, and documenting the entire system within weeks--just in time to support new business technology demands.

## **Developed strategic sourcing application development solution for regional commercial flooring business**

A regional family operation in the commercial flooring business to develop a new, unique ERP system. Their current system provided the basics but the company's solid growth over the last 5 years called for new features and functionality. Moser professionals engaged the family members in learning their business from top to bottom, embracing their culture and work ethic. From this foundation, Moser consultants collaborated to create requirements, design and build the new system to meet not only current needs but future growth. Using Agile methodology, the Moser Team executed two-week sprints to ensure user acceptance and intuitive functionality. This led to an extended-term, Moser Managed Services engagement to provide ongoing ERP support.

## **An oil industry company realized 99.9% application and database uptime by engaging Moser Managed Services**

Oil-pumping companies need continuous monitoring of pumps, pipelines and storage tanks to address performance and over-fill issues. Moser's client developed an industry-unique remote sensor monitoring system but could not support growing product demand with an unstable core application. After several failed relationships with other IT services vendors, the company sought Moser's help. Moser first learned the client's business vision, then quickly addressed the technology issues to meet business demand.

## **Understanding our client's people, processes and technology before making strategic recommendations resulted in a positive organizational cultural shift for the customer**

A multi-billion dollar service company needed an over-arching enterprise architecture strategy to transition legacy data, applications and infrastructure to meet today's business technology demand. Moser took the time to understand the people, principles, policies and protocols of the company and collaborated with people at all levels to develop the new enterprise architecture strategic goals, tactical objectives and operational priorities. This approach was successful in that everyone had skin in the game, and a stake in their success.



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