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Prendergast Digital Solutions Inc.
867 Grenfell Ave., Kelowna, BC, V1Y 5J3, Canada

Integration Support & Managed Services

Overview

Our Integration Support & Managed Services offering ensures your systems, data, and processes operate seamlessly after go-live. We provide ongoing monitoring, optimization, and support for integration across ERP, CRM, and business platforms. By combining proactive issue management, governance, and performance optimization, we keep your enterprise ecosystem stable, secure, and scalable.

Key Benefits

- Business Continuity: Minimize downtime and ensure smooth operations through proactive monitoring.
- Integration Reliability: Maintain consistent data flow and prevent sync failures.
- Cost Efficiency: Reduce internal overhead with managed operations and predictable service costs.
- Performance Optimization: Continuously enhance integration efficiency and system performance.
- Scalable Support: Adapt to evolving business needs and technology landscapes.

Our Approach

1. Onboarding & Environment Review: Assess existing integration landscape, dependencies, and service requirements.
2. Monitoring & Alert Configuration: Implement automated monitoring tools and alert systems for early issue detection.
3. Support Operations & Incident Management: Provide tiered support with defined SLAs for issue triage and resolution.
4. Optimization & Enhancement: Analyze performance metrics to improve data throughput and reduce latency.
5. Governance & Reporting: Deliver monthly dashboards and continuous improvement recommendations.

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Core Deliverables

- Integration Landscape Assessment (week 1–2): Review of existing architecture, dependencies, and risk areas.
- Monitoring & Alert Framework (week 2–3): Setup of tools and dashboards for real-time health and performance tracking.
- Support Runbook & SLA Matrix (week 3–4): Documentation of incident processes, roles, and escalation paths.
- Monthly Operations Dashboard (ongoing): Insights into uptime, performance trends, and issue resolution.
- Optimization Recommendations Report (quarterly): Continuous improvement plan for integration and system performance.
- Governance & Compliance Review (annual): Validation of process adherence, policy alignment, and audit readiness.

Engagement Models

Model	Duration	Focus
Full Service	Ongoing	Includes all core deliverables.
Managed Support Package	Ongoing	Full integration monitoring, incident management, and optimization.
Optimization Sprint	4 weeks	Targeted performance review and tuning of integration layers.
Governance & Compliance Retainer	Annual	Continuous policy alignment, performance report, and audit readiness.

Outcomes

- Stable and reliable integration ecosystem.
- Reduced risk of operational disruptions and data loss.
- Improved system performance and visibility.
- Predictable cost model with measurable value.

Partner with Prendergast Digital Solutions

Run stable with proactive integration management and ongoing optimization & support.

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