

BI Managed Services



about kpi

KPI Partners provides strategic guidance and technology systems for clients wishing to solve their most complex and interesting business challenges involving cloud applications, big data, business intelligence, and data discovery

BI technologies



ETL technologies



The best BI Managed Services from a Gartner recognized BI service provider.

Introduction

Gartner has ranked KPI Partners as one of the top BI Service providers in the world in Gartner's Market Guide for BI and Analytics Service Providers. Yet, KPI's specialty offshore BI team and specialized BI consultants result in the most competitive rates and the best SLA's for BI managed services. This is because you get the benefit of KPI's BI specialization without paying for the higher costs and less expertise of the jack-of-all-trades vendors.

In many cases, a do it yourself approach isn't the best option for enterprises when it comes to managing the ongoing, day-to-day tasks involved with a business intelligence application. Many organizations discover that it makes much more sense from a financial, staffing and expertise perspective to outsource these daily data management duties at a fraction of the cost and time it would take to hire and train an internal team or give yet one more responsibility to an overloaded internal team.

Our Managed Services Offering

Our Managed Services offering includes everything from BI platform maintenance and upgrades, to ETL monitoring and issue resolution, performance monitoring of both ETL and reports, and security administration. You get a complete support package and peace of mind that your BI environment is consistently available and performing optimally.

Whether your BI environment is on premise, in the cloud or hosted, we have the technical expertise and industry leading processes to handle your most complex landscape. From routine maintenance tasks to the most difficult technical challenges, we have you covered.

KPI's Managed Services solves this challenge by providing four levels of managed service options, each employing our highly skilled staff and KPI's leading-edge expertise:

Proven Value

KPI's Managed Services has been delivering success to customers for many years across a wide variety of BI technologies including Tableau, QlikView, Oracle BI, Informatica, SAP BusinessObjects, IBM Cognos and Microsoft Power BI.

Contact Us

[Contact](#) KPI's Managed Services experts to select one of our four standard plans or design a custom plan for your unique needs. We look forward to delivering success to your organization.

Business Intelligence Managed Services

ITEM	Level 1	Level 2	Level 3	Level 4
Resources	2 Part time offshore	1 Full time offshore, 1 part time offshore	1 part time remote US-based, 2 full time offshore	1 full time onsite, 2 full time offshore
Cost per Month	\$3,800	\$8,000	\$18,400	\$30,000
India Resource Bankable Hours (till end of contract) *	10	20	40	80
US Resource Bankable Hours (till end of contract) *	N/A	N/A	N/A	N/A
Minimum Contract Duration	3 months	3 months	3 months	6 months
Invoicing Frequency	Monthly	Monthly	Monthly	Monthly
Technologies				
BI Technologies	Tableau, Qlik, Oracle BI, Microsoft Power BI, SAP Busines Objects, IBM Cognos, Microstrategy			
ETL Technologies	Informatica, Oracle Data Integrator, SQL Server Integration Services, IBM/Cognos Data Stream			
# of BI Technologies Covered	1	1	1	2
# of ETL Technologies Covered	1	1	1	1
Resources and Resource Hours				
Onsite Resource	No	No	40 hrs/mth	Full Time
Offshore Combo ETL/BI Developer	Half time	Full Time	N/A	N/A
Offshore ETL Developer	No	No	Full Time	Full Time
Offshore BI Developer	No	No	Full Time	Full Time
Offshore Lead	20 hrs/mth	40 hrs/mth	40 hrs/mth	
US Resource Hours (For Easter Time Zone Clients)*	N/A	N/A	Monday to Friday,	
India Resource Hours (For Easter Time Zone Clients)*	Monday to Friday, 8 pm EST to 9 am EST			
Environment Monitoring				
# of Environments Covered	Prod only	QA and Prod	Dev, QA and Prod	
ETL Load Monitoring	Yes	Yes	Yes	Yes
Production Load Failure Resolution	Yes	Yes	Yes	Yes
ETL Performance Monitoring	No	Yes	Yes	Yes
BI Servers Monitoring	Yes	Yes	Yes	Yes
Resolution of Production BI Server Failure	Yes	Yes	Yes	Yes
BI Report Performance Monitoring	No	Yes	Yes	Yes
Set up pro-active alerting	No	No	Yes	Yes
Production Issue Resolution Scope and SLA's **				
Resolve ETL issues	No	Yes	Yes	Yes
Resolve report issues	No	Yes	Yes	Yes
Resolve metadata (metrics and calculations) issues	No	Yes	Yes	Yes
ETL Load Failure SLA	Notification to customer within 2 hours, typical resolution is 24 hours depending on complexity of issue			
Security Administration				
Add new users	Yes	Yes	Yes	Yes
Remove users	Yes	Yes	Yes	Yes
Change existing user profile (privileges and group membership)	Yes	Yes	Yes	Yes
New groups	No	No	Yes	Yes
New security model	No	No	No	Yes
Patching and Upgrades				
BI or ETL Tool - system patching	Security patches only	1 per quarter	2 per quarter	2 per quarter
OBIE or ETL Tool Minor Release - upgrade	None	1 per 6 months, BI tool only		1 per 6 months, BI and ETL
BI or ETL Tool Major Release - upgrade	None	None	None	Yes
Application Enhancements ***				
Report enhancements	No	Yes	Yes	Yes
Metadata (metrics) enhancements	No	Yes	Yes	Yes
ETL enhancements	No	No	Yes	Yes
Status Reporting				
Weekly status Report	No	Yes	Yes	Yes
Monthly status report	Yes	Yes	Yes	Yes
Quarterly Report	No	No	Yes	Yes
Training				
New business hire training on current application	No	No	No	Yes
Lunch and Learn on new capabilities and content	No	No	Once a quarter	Yes