vFire-Now Administrative Services

On-tap Consultancy for your vFire Application

Alemba's advanced administration, consultancy, customization and support service takes care of the day-to-day administration of your vFire application, allowing you to focus on delivering exceptional IT services and support to your users.

What is vFire-Now?

The vFire-Now contract is designed to remove the need for your organization to appoint a dedicated system administrator for the maintenance of the vFire application. The vFire-Now team will configure the vFire system in accordance with your organization's unique business requirements.

With vFire-Now, you can rest assured that your system is administered by highly experienced Alemba staff, allowing you to deploy the IT Service Management solution you always wanted without the need for a steep learning curve and dedicated personnel.

"The Alemba consultant is very patient in his approach and, due to his background as a Service Desk Manager, his recommendations and advice have been insightful and enabled us to work in a more progressive way"

Service Desk Manager,
Leading global financial specialist

How does it work?

The vFire-Now service allows you direct access to a dedicated vFire expert and offers fast service delivery with remote vFire management.

Units of Effort

vFire-Now customers receive 160 Units of Effort per month* (1920 units annually), which can be used to request administrative services. Each 30 minutes of time expended on an administrative service is a Unit of Effort.

Monthly usage reports help you keep track of your vFire-Now Requests and the percentage of allocated monthly units spent.

* Please note that the number of monthly units can be negotiated with your Account Manager.

Logging on vFire-Now Request

vFire-Now Requests can be logged via:

- A telephone call to the Service Desk
- The Alemba Service Desk Automated Email System
- The Alemba Service Desk Portal

Once your Request is logged and you have received a support number, your appointed vFire-Now specialist will call you back to start work.

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What is included?

- Administrative configuration
- Designer work for screens and message templates
- Creation of IPK workflow rules
- User and Security Role administration including the Active Directory gateway
- Service Catalog administration
- Creation and maintenance of workflows
- Creation and maintenance of reports
- Creation and maintenance of dashboards and monitors
- Data imports
- Creation and management of Service Level Agreements
- Knowledge Base Maintenance. Script and FAQ Maintenance
- Officer and Customer administration, including license management
- Availability Schedule Maintenance

Patch Upgrade Assistance

The vFire-Now resource and units can be utilized in a managed upgrade project for the following tasks:

- Co-ordinating with the change owner / infrastructure teams to ensure that the pre-requisites check-lists have been completed and are in place
- Walking nominated infrastructure resources / change owners through the upgrade process
- Post-patch verification testing
- Ensuring that post-application upgrade issues are logged to the support team

- No need for dedicated personnel
- Cost-effective in high wage locations
- High speed implementation with Alemba's skilled system operators
- Continuous system improvement with on-tap consultancy

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