



Sustainment Services

Accelerate your journey to self-sustainment

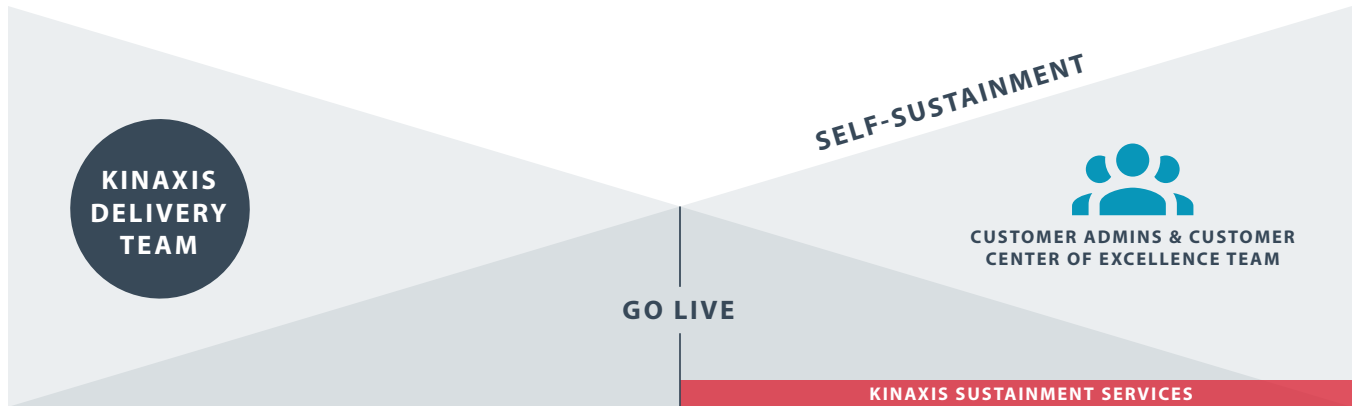
We know your supply chain digital transformation goals far exceed closing out implementation and simply delivering a process to your organization. Our Services team looks at your full Kinaxis[®] RapidResponse[®] deployment as a journey that will drive effective change management while maximizing user adoption. We'll support you during your deployment and after your go-live, and to truly maximize RapidResponse value and enable you to grow your business and operating models, we'll prepare your teams to become self-sustaining.

With Sustainment Services, your organization will:

- Acquire Kinaxis[®] Professional Services consulting capacity to augment your RapidResponse Centers of Excellence (COEs) on your road to self-sustainment
- Gain an enhanced level of personalized services and the security of having certified, Kinaxis consultants educated on your solution available to support your “configured” solution
- Bridge the knowledge gap to accelerate your RapidResponse COE's ability to become self-sufficient
- Take advantage of rapid, direct access to the broader Kinaxis organization (Product Management, R&D, Support, Knowledge Services and Center of Excellence) to address solution-related issues

Keep your transformation moving by discovering new ways to optimize your investment and capture new value. Increase innovation and stay ahead of the competition by building on existing technology investments throughout the entire customer value journey.

Customer journey to self-sustainment



What does the Kinaxis Sustainment Services Model cover?

- All solution components, RapidResponse configurations, and data integrations released into your production instance of RapidResponse
- Solution components delivered by Kinaxis consultants, our certified partners, or built by your own resources
- Solution components, including, but not limited to, workbooks, dashboards, scorecards, filters, data mapping

Note: Covered solution components must be documented and reviewed with Kinaxis Consultants at the start of the service.

What is included in Kinaxis Sustainment Services?

- Access to consultants to help with any question related to your current production solution and the most knowledgeable answers and guidance for:
- Your configured solution and data integration
- RapidResponse functionality
- New features via Service Updates (SUs) and assistance on regression testing
- Tips, tricks, and best practices for RapidResponse use

Additional services we can include in Kinaxis Sustainment Services

Small enhancements to an existing solution or creation of new resources

- Design advice for a new workbook or modification to an existing workbook to add functionality or address a new business process area
- New workbook configuration or an enhancement to an existing one
- Design advice on a new integration requirement
- Integration modification

Center of Excellence (COE) staff augmentation

- Kinaxis consultants fill role(s) or replace the need for a customer COE
 - Act as process and solution experts
 - Play critical roles in solution enhancements and/or implementation of new capabilities

Upgrade support services

- Resource and automation resource repair
- Recommendations to improve results, performance, and efficiency
- Data model structure and new process design

Capability assessments and roadmaps

- Conduct innovation sessions with product management and create updated capability roadmap on an annual basis



The Sustainment Services team became effective quickly, learning our solution and business processes, and working closely with business partners to define requirements. Through collaborative teamwork, we delivered quality solutions to enhance our current functional capabilities within RapidResponse, increasing productivity and customer satisfaction.”

JOHN CRAWFORD, GLOBAL SOLUTION MANAGER, CELESTICA