

Managed Automation Services (MAS) FAQ

Find the answers to all your questions about MAS and discover why so many OpCon customers say it's the best decision they've made.

What comes with a MAS subscription?

Your MAS team will:

- Work directly with you and your staff
- Perform OpCon upgrades and patches
- Create, test, and push new automated workflows to production
- Help find and add new automation across the organization
- Respond to OpCon alerts and notifications
- Help set up a backup and restore of OpCon's configuration and database files
- Utilize OpCon's REST API, Web Services Connector, and an expansive library of agents and integrations for IBM i, z/OS, ServiceNow, SAP, Infor M3, Docker, and more to orchestrate third-party applications
- Conduct bi-weekly or bi-monthly consultations to check progress, provide a report of activities, and set new milestones

How quickly will the MAS team handle a request?

Here are the SLA response times for MAS services and support:

Critical/Emergency	Change/Production	Test/Normal
One hour	Four business hours	Three business days

How much does MAS cost?

Here's the pricing breakdown:

- Contracted coterminously with your OpCon contract
- 10-hour minimum per month
- \$220/hour base rate
- \$10,000 implementation fee

How does investing in MAS reduce headcount on our end?

Good talent is hard to find—and expensive. With MAS, you get a friendly automation pro on your team. You'll have our automation experts using best practices to handle the optimization and implementation of automation within your system to ensure your critical business functions are covered.

You don't have to search for hard-to-find talent or worry about staffing during weekends, nights, vacations, or sick days. Task your MAS team member with identifying high ROI automation opportunities and executing your long-term initiatives.

What's the process for implementing MAS?

Implementing MAS is as simple as configuring a VPN tunnel for access. Here's how it works:

- After SMA Technologies establishes a connection, your automation expert will verify connectivity to and from the OpCon server with all installed OpCon agents and integrations.
- Your automation expert will then install maintenance routines for the OpCon database and work with you to understand the priority of all existing schedules and jobs.
- Finally, you and your automation expert will review all automation workflows and procedures, update all notification rules to notify the automation expert first, and then switch to live production.

How involved will MAS be in the administration of OpCon?

We offer a "hands off" option to fully manage your automation environment while still giving you the flexibility to perform simple day-to-day functions, such as pauses and restarts. Alternatively, you can elect for a "helping hand" approach where you can utilize our automation experts for specific needs, such as monitoring and maintaining specific workflows, or setting up advanced automation.

How do I contact the MAS team?

You can email the MAS team at MASsupport@smatechnologies.com or call at 1-877-274-5771. Our normal business hours are Monday – Friday 8am – 5pm Central Time.