opensymmetry

24x7x365
ADMINISTRATION OF SPM SYSTEMS & DATA

OVERVIEW

The appropriate administration of SPM Systems and Data ensures the smooth functioning of the infrastructure and operations environments that support SPM Software Implementations.

Given the technical nature and the requirement to manage these processes during off hours (overnight), OpenSymmetry provides a dedicated team of experienced SPM technology professionals (the OS SPM Operations Team) who perform these functions and services on behalf of OpenSymmetry's clients.

CREDENTIALS OF THE OS SPM OPERATIONS TEAM

Expertise where you need it…

The OS SPM Operations Team has deep technical experience with leading SPM technologies and ETL solutions. With the back up from configuration experts, any challenges encountered are addressed in real-time to ensure Client SLA's are met.

① System Processing

SPM Implementations employ a variety of processing strategies and schedules to ensure that the most accurate and up to date information is available and accessible to Incentive Compensation stakeholders.

OS SPM Operations assists in performing these processing tasks:

- Importing data from external source applications
- Monitoring and executing automated batch processes, such as:
  - Loading data
  - Executing compensation processing steps
  - Generating reports and pay files
  - Distributing reports and pay files
  - Archiving data
- Monitoring and executing manual, ad-hoc compensation processes
- Notification of processing issues and anomalies
- Managing processing support issues from creation to resolution

② System/Environment Monitoring

In both Cloud based and On Premise based SPM Implementations, the OS SPM Operations Team function towards:

- Ensuring all the client environments (SPM web clients, servers, and databases) are in sync and updated
- Guarding the process from failing as they continue to monitor and validate if the scheduled, or automated, jobs are running as expected
- Recording time taken for processing for each of the environment in scope

If any failures are encountered during the monitoring process, due to any reason, the OS SPM Operations Team will create support tickets on behalf of the customer and ensure proper resolution is achieved to address the issue.

ADVANTAGES TO USING OS SPM OPERATIONS:

Your organization can remain focused on running and growing your business and not be distracted by performing these types of services and dealing with the stresses associated with this type of monitoring. This is especially true when you consider the many time zones in which your company operates.

Your organization can leverage the experience of industry experts to correct issues in the timeliest and most expedient fashion.

AVAILABILITY

OS SPM Operations are available anytime, up to and including 24x7x365 if desired.

ABOUT opensymmetry

OpenSymmetry enables clients to achieve greater operational efficiency and get better sales results. OpenSymmetry is a global consulting company specializing in the planning, implementation, and optimization of industry leading technology suppliers of sales performance management solutions.