

Managed Services

Place the success of your OnBase solution in experienced hands. Managed Services is ideal for companies looking to be as proactive as possible, and want their staff focusing on higher value projects instead of handling routine tickets and maintenance.

With a managed services program the Kiriworks Customer Care Team fills the administrator role, handling end-user issues directly while managing and monitoring your solution for any signs of trouble. We've seen hundreds of solutions and have extensive training in the best methods and strategies to keep them running smoothly.

From system management, regular health checks, supporting your customizations, and 24/7 support*, we can cover all aspects of the modern OnBase solution.

Problems Solved:

- Offloads OnBase issues to a trained team of OnBase troubleshooters
- Stay focused on your business, let Kiriworks manage the platform
- Proactive support
- Takes low-value tasks from high-value employees
- Predictable cost, low capital outlay
- Mitigates risk of staff turnover
- Reduces or eliminates cost of training
- Flexibility to "Take that vacation you've always wanted" – your critical system is in good hands

*Kiriworks offers after-hours support from an on-call Analyst, billed at an hourly rate.

1-800-242-1777 / kiriworks.com

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Kiriworks is now the OnBase Administrator:



END USERS SUBMIT TICKETS
we resolve them



OUR TEAM WORKS DIRECTLY
with your IT teams



PROACTIVE MONITORING

Did backups run? Are the services running?
Are any users locked out? Is processing occurring?
Any Workflow queues filling up with documents? Any errors to investigate?



TAILORED TO YOUR SOLUTION



MONTHLY CHECKS
storage checks, cleanup, reports