

# Aumentum Managed Services

Turnkey managed services for the optimal performance and support of Aumentum systems



**Aumentum**<sup>TM</sup>

TECHNOLOGIES

**Experienced Team • Trusted Partner • Innovative Solutions**



# GOVERNMENT

## TURNKEY SYSTEM ADMINISTRATION

Eliminate system administration and support challenges with Aumentum Managed Services so your resources can spend more time serving citizens and focusing on strategic IT initiatives.

# Key Components

Supporting internal specialized software solutions requires counties to hire, train, and maintain the necessary expertise to administer recurring updates, troubleshoot system problems, and provide end-user support.

Managed Services from Aumentum Technologies alleviates these challenges by providing Aumentum application customers with a turnkey solution to maintain your software environment.

## Optimal System Performance and Reporting

24/7/365 monitoring of all Aumentum servers and applications to ensure optimal performance, including production, testing, and training environments. We also provide application tuning when necessary to maintain system performance and generate system performance reports when requested by County personnel.

## Aumentum Administration

Complete support and maintenance of Aumentum system software, as well as management of Aumentum patches and integrated third-party applications.

## Hardware Administration

Hardware support for servers and network infrastructure, as well as Microsoft OS and SQL Server support. We also consult and assist in configuration of network infrastructure load-balancing where appropriate.

## County Approval on All Changes

Notification each time a system update, patch, or upgrade is recommended, with release notes on the benefits and considerations for the proposed change. As required by Statement on Standards for Attestation Engagements (SSAE 16) guidelines, we then wait for customer approval before deploying any changes. Most requests are completed by end of the following day dependent on available maintenance windows (after hours support is available for Production environments).



# Key Benefits

We remotely provide system and end-user support, as well as 24/7/365 monitoring, application tuning, and system performance reports when requested.

Managed Services ensures your Aumentum Systems perform optimally so that you no longer have to allocate dedicated resources to maintenance and support.



## Reduce IT Demand

Provides all the benefits of the Aumentum suite of applications while eliminating the need for internal resources to support daily operations.



## Responsive Support

Eliminates the need for end users to negotiate with the internal IT team for technical support. Aumentum Technologies support responds quickly when contacted.



## 24/7/365 Monitoring

Removes the need for IT to monitor and manage Aumentum applications; we ensure the system functions and provide monitoring services 24/7/365.



## Expert Knowledge

Includes access to subject-matter experts with in-depth Aumentum experience — whether the need calls for operating system tuning, database administration, Aumentum support, or any other area of support expertise.



## Current Data Testing

Database refreshes from production to test environments upon request so that fresh copies are available for application testing.



# Partner with Aumentum Technologies

Aumentum Technologies designs, develops, markets and supports a family of tax, valuation and records management solutions for county, city and township governments. For five decades our experienced team has focused on developing and delivering state-of-the-art software to our government customers. Through thousands of installations and deployments around the world, our customers have experienced the benefits of effective property administration, valuation, taxation and document recording for their constituents.



## Experienced

We've powered over 1,000 government offices with reliable, innovative solutions. With over 3,000 years of combined experience in collective software development, our staff developed the most in-depth tax solution available today.

We're dedicated to continually improving our products with your feedback. Through our user conferences, ongoing training, and innovation labs, we've heard your feedback about how to make our software work for you.

## Innovative

Our team of accomplished professionals develops the highest quality software products on the most modern and scalable technology platform.

We put our expertise to work for our customers across the country to help them better serve their constituents.

[aumentumtech.com](http://aumentumtech.com)

## Customer Spotlight

The Riverside County, California Assessor-County Clerk-Recorder's Office has thrived despite the ongoing COVID-19 pandemic. Within a week of lockdown orders, **75%** of the office was deployed remotely, increasing to **90%** within **15 days**. And despite the changes, **productivity increased by 5%**.

With Aumentum, your office has the ability to perform, regardless the circumstances.