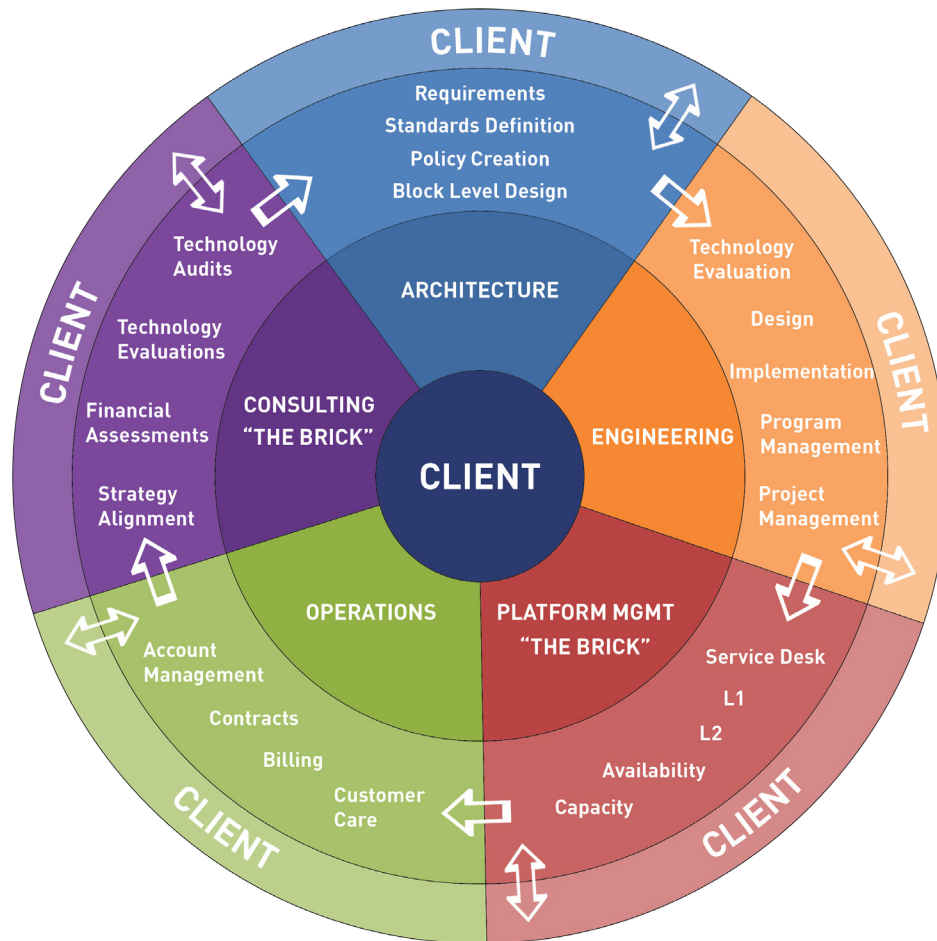


## FLEXIBLE TECHNOLOGY CONSULTING SERVICE WHEEL

We provide technology assessment, architecture and transformation services to help clients bring their technology platforms up to date, as well as ongoing platform management.



**MINERVAWORKS<sup>SM</sup>** provides a flexible offering of our services:

The **CLIENT** can engage with us at any point along the wheel, utilizing selected services as needed but with the ability to follow the natural progression of our services to meet their changing needs or better track their business dynamics.

The **CLIENT** is both at the center and the edge of the Flexible Technology Consulting service wheel, reflecting MinervaWorks commitment to the client at the center, with the easy and quick adoption of new clients from the edge into our results-oriented approach.

## CONSULTING, “THE BRICK”

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- Technology Audits
- Technology Evaluations
- Financial Assessments
- Strategy Alignment
- “The Brick”

**MINERVAWORKS<sup>SM</sup>** provides technology audits, assessments and evaluations of your existing technology platforms using our unique discovery methodology and our Brick technology. We can determine if your technology platforms and processes are meeting your present business needs. We can develop strategic plans that lead to technology and digital transformation, matching the needs of your business to appropriate technological advances.

## ARCHITECTURE

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- Requirements
- Standards Definition
- Policy Creation
- Block-Level Design

**MINERVAWORKS<sup>SM</sup>** provides the technical expertise to understand business needs, aligning those needs to architect and design technology platforms utilizing industry standards and requirements definition. Our architectures combine the platform with the process to ensure functional platforms are matched with operational procedures for effective technology results.

## ENGINEERING

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- Technology Evaluation
- Design
- Implementation
- Program Management
- Project Management

**MINERVAWORKS<sup>SM</sup>** provides the technical expertise to translate architectures into reality through detailed design efforts, leading to technology and vendor evaluations, selection criteria and resulting in a detailed bill of materials. We provide Program and Project Management to create implementation plans that build-out the needed environments for the business.

## PLATFORM MANAGEMENT, “THE BRICK”

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- Service Desk - L0
- L1 - Level 1
- L2 - Level 2
- Availability Management
- Capacity Management

**MINERVAWORKS<sup>SM</sup>** provides teams for the management of technology platforms and environments. Our Service Desk utilizes tools and processes that adhere to ITIL best practices with the offering of basic level zero (L0) support for ticketing and monitoring through escalating levels of technical expertise (L1, L2, Management). The Platform Management team also provides availability and capacity management utilizing additional tools and processes.

## OPERATIONS

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- Account Management
- Contracts
- Billing
- Customer Care

**MINERVAWORKS<sup>SM</sup>** prides itself on providing excellent value to our clients. As such, our Operational teams ensure that we meet the obligations and deliverables of our client agreements. This team provides all aspects of customer care, from contract management to client surveys, key performance indicator (KPI) management and reporting and on-going account management.