BizTalk Server Application Management

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BizTalk Server Application Management

The TwoConnect Microsoft BizTalk Server Application Management (BSAM) service is designed to fully support your BizTalk Server environment including break-fix issues as well as operations process standardization.

The goal of the service is to maintain a healthy BizTalk Server environment at all times, constantly improve operational efficiencies, and advise on your future roadmap for integration solution development.

BSAM includes the following

Monitoring/Notification Platform

Configuration of a monitoring/ notification platform for immediate notification of any and all BizTalk Server exceptions.
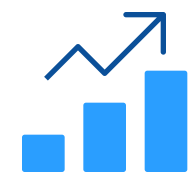
Incident Management

Deploying an issue tracking platform for logging all BizTalk related issues.

Runbook

Initiate, populate and maintain a BizTalk environment runbook for all BizTalk integrations.

Weekly Reporting

TwoConnect will provide weekly reports detailing system activity, health and incident tracking. A monthly update call will be scheduled to discuss the system health.

24/7 availability

While contract is set for 160 hours per month, our resources are available 24/7 for any ongoing or outstanding issues that may arrise. Any hours in a month above the 160 threshold will be billed hourly.

Discounted rate on development hours

All BizTalk development billed hourly with a discount during lifetime of Support contract.

Change Management Platform (additional)

Implementation of a change management mechanism for Biztalk Server applications leading to an eventual robust CI/CD environment.

This would require creation of CI/CD platform by TwoConnect team as a separate initiative.

Additional Services:

- Diagnosis of error causes.

- Continuous assistance and communication with your development team

- Running adhoc processes

- Solve not only incidents (BizTalk transactional) but also research of cases such as missed data, missing transactions, wrong formats, etc.

- Full administration of BizTalk production environment (stops, enables, remove deprecated processes, etc.)

- Handling of Platform Support tickets with Microsoft.

How BSAM Works

The aim of the BSAM service is to first prevent any and all issues relating to your BizTalk Applications.

But as we know, issues will always happen, and BSAM aims to establish a highly efficient operations support environment that quickly addresses those issues with the least impact on daily business.

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BSAM Phases

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Application Documentation and Standard Operating Procedures

Discovery

Identify and catalogue all BizTalk Server Applications running in your production environment and begin the process of application documentation.

Monitoring onboard

Install and configure BizTalk monitoring tools.

Make necessary modifications for each BizTalk Application to connect to the monitoring/notification infrastructure. Using BizTalk 360 and BizTalk Health Monitor as primary monitoring tools.

Incident Management onboard

Onboard FTO to TwoConnect incident management platform.

Runbook initialization

Collect existing data to include in the first version of the runbook.

A runbook is used in BSAM to describe the steps that support personnel must follow in order to address.

Break-Fix

Break-Fix support is active from the very first day of this service.

TwoConnect prefers to be involved with every support issue from the very start so as to obtain more information regarding environment and use it to populate the runbook.

Ongoing BizTalk Application Management

2

PHASE

Break-Fix Level 3 Support

24X7 support of all issues relating to the BizTalk Server Applications.

TwoConnect will have personnel available to support your environment that have direct knowledge of your applications.

Dedicated Helpdesk

Personalized, custom access contact phone number, email address, and instant messaging contacts dedicated to you.

Root Cause analysis with Runbook

All issues will be carefully analyzed to find root cause. Once the root cause is identified, TwoConnect will provide you with a recommended path for future handling and/or resolution.

Not all issue fixes will be included in the BSAM subscription, some resolutions will likely very small and can be done as part of the plan. Others might require a separate SOW.

Weekly Reports

Weekly reports detailing BizTalk application status and issues reported/resolved.

SLA Response Times

1 Hour response time 8 AM to 6 PM (Your Local time). 2 Hour response time after hours.

Solution Enhancements

Continued improvement of existing management processes whenever needed including runbook.

Do you need a BSAM?

TwoConnect delivers a unique level of service excellence and expertise for Microsoft BizTalk Server. We have helped hundreds of companies to automate and optimize mission-critical business processes by leveraging the power of BizTalk.

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