Managed Services

Accel

Tailored to your organisation, our managed services are purpose-built to provide scale and depth, with the added knowledge from our cyber security specialists.

3	**15+**	**30**	**200+**
Office locations	Years of experience	Staff	Successful projects delivered

Services

MAINTAIN

We maintain eCommerce productivity through virtual administration, incident and problem management and general user support.

IMPROVE

Our technical team help optimise and improve eCommerce platforms incrementally, through enhancements, change request management and seasonal updates.

QUALITY & RELEASE MANAGEMENT

Thorough testing is key to maintaining a healthy product environment. Our services include regression testing, integration testing, test planning and execution.

Operating & Engagement Model

SENIOR LEADERSHIP

Taural Rhoden
Executive Director
Operations & Delivery

Murshid Muzamil
Service Delivery
Manager

DEDICATED TEAM

- Dedicated Customer Success Manager acts as a consistent point of contact and escalation point, providing eCommerce best practices and release governance

- Dedicated Project Manager drives case categorisation, manages resources and release planning with your team

- Contracts are staffed with named, shared resources

- As service spikes, allocation of named resources is increased

- Resource utilisation flexes in near real-time based on consumption needs

Flexible Plans

Packages are tailored to your individual needs. Maximise your revenue with our Onshore-Offshore delivery model, and highly competitive rates:

Average hourly rate is $91 per hour and daily average rate is $728.

Example Package	Scope	Target Hours p/m
ESSENTIALS	Maintain, keep up-to-date and virtual administrator	- 64 x Technical Team - 20 x Success Manager
ENTERPRISE	As above, plus dedicated testing and release management and minor works	- 176 x Technical Team and Project Management - 20 x Success Manager

Ready to get started?

Find out how we can help grow and secure your organisation.
Call us on (02) 8090 0525 to speak to a Customer Acceleration Specialist.

acceldigital.com.au