

ENIT Solution Support

WE SUPPORT YOUR CCM SOLUTION

A flexible and cost-efficient service offering that lets you outsource the management and operation of your CCM solution and related processes – fully or as a complement to your internal team. With ENIT Solution Support, you focus on your core business while ENIT ensures performance, stability, compliance, and continuous optimization.

Why use ENIT Solution Support?

ENIT Solution Support helps organizations:

- Reduce operational complexity and cost of ownership
- Close skills and resource gaps without building in-house expertise
- Secure uptime, compliance, and version control
- Ensure continuous improvement and value realization
- Adapt quickly to changing business and regulatory requirements

By letting ENIT manage your CCM solution, you gain a reliable partner that takes responsibility for both daily operations and long-term optimization.

How ENIT Solution Support works – flexible and secure

ENIT Solution Support can be tailored to your organization's needs, ranging from full operational responsibility to selected support and management services. The service model is designed to integrate seamlessly with your existing IT and business processes.

Depending on your setup, ENIT can manage:

- Application operations and monitoring
- Incident and problem management
- Release and version management
- Upgrades and lifecycle management
- Compliance and governance
- Performance optimization and capacity planning

Key benefits and capabilities

- **Filling the skills gap:** No need to build and sustain in-house CCM expertise – ENIT provides senior specialists and proven methodologies.
- **Cost savings:** Highly efficient, fit-for-purpose service model that reduces both operational and long-term costs.
- **Reliability:** ENIT takes full or partial responsibility for uptime and system stability.
- **Flexibility:** Tailor-made and adaptable service arrangements based on your needs and maturity.
- **Compliance:** ENIT secures compliance in an ever-changing regulatory and technical environment.
- **Version control:** Correct versioning, controlled upgrades, and secure lifecycle management.
- **Simplicity:** You focus on your priorities – ENIT handles the rest.
- **Direct access:** Immediate access to add-on services and additional capacity when required.

Governance, security and delivery

ENIT Solution Support is delivered with enterprise-grade governance and security across on-prem, cloud, and hybrid environments, and is suitable for both regulated and isolated setups.

This includes:

- Clearly defined SLAs and responsibilities
- Role-based access and structured change management
- Secure handling of credentials and environments
- Full traceability of changes and actions
- Compliance with customer-specific security and regulatory requirements