



## PREMIUM SUPPORT SERVICES

Permuta Technologies offers Premium Support services to customers with existing installations of DefenseReady. Permuta defines two broad levels of operational milestones. **Initial Operating Capability (IOC)** is defined as implementing one DefenseReady functional area to either replace a legacy system or provide new functionality. **Full Operating Capability (FOC)** is achieved when an agency completely incorporates an identified functional area within DefenseReady and may include processes that do not currently exist at the agency.

### Offerings

ACTIVITY	IOC	FOC
Custom Reports	•	•
User Interface	•	•
Synchronization		•
Workflow Configuration		•
Duplicate Detection Rules		•
Additional Network Installations		•
As-Needed Problem Resolution		•
Data Import	•	•
SharePoint Dashboards		•
Training	•	•
Quick Reference Guides		•
Quarterly Updates		•

### Benefits

**RAPID INSTALLATION:** With DefenseReady, organizations can realize the first phases of IOC in a matter of weeks or months. Once the solutions are operational, Permuta tailors the applications to meet agency needs.

**EXPERTISE:** Permuta understands its customers' challenges because the majority of its employees have extensive Defense backgrounds. This understanding is why Permuta's services differ from traditional contractor engagements.

**ON-DEMAND:** Permuta does not provide staff augmentation, but rather operates in an on-demand model that cuts management costs. Permuta's experts engage in the project only when required, ensuring that customers receive the highly-specialized expertise they need to get the job done quickly.