

Acorn

Managed Administration Service

Alleviate stress in your IT department while maximizing the return on your investment with our Managed Administration Service. Leverage our extensive experience and insight to help you achieve a lower total cost of ownership, a more stable environment and faster issue resolution.

BUSINESS BENEFITS

- Rapid implementation
- Data integration skill set
- Need-based assistance
- Transitional capability
- Predictable cost and outcomes

OPTIMIZE PROFITABILITY WHILE MANAGING COSTS

Acorn OnDemand provides a cost-effective IT solution that gives you full access. Let our specialists step in and manage the administration of your Acorn environment, leaving you to reap the benefits of our solution without adding stress to your company's technical support or infrastructure. Our dedicated professional services team — with extensive experience and the best profitability and cost modeling management skills available — will ensure that your team spends its valuable time realizing the benefits of your solution, rather than managing it.

We augment your existing staff in whatever manner is required, delivering creative and focused solutions to ensure you meet your objectives and realize real value — within the shortest amount of time and at the lowest risk possible.

THREE COMPONENTS OF MANAGED ADMINISTRATION SERVICE

- Data Integration
- Model Maintenance
- Results Refresh and Validation

UNLOCK THE POWER OF YOUR PROFITABILITY AND COST MANAGEMENT SOLUTION

■ Data Integration (ETL) Tasks

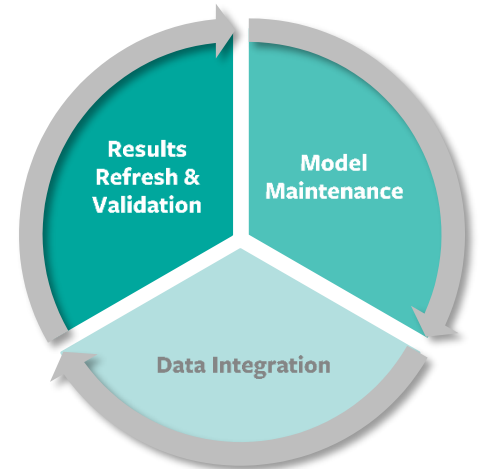
- Transform and load data to the model
- Automation and standardization of extracts
- Data extract validations
- Troubleshoot and maintain data transformations
- Execution of data loads

■ Model Maintenance Activities

- Keep models in sync with business reality
- Administer and maintain models
- Troubleshoot issues with calculations when results do not match expectations

■ Results Refresh and Validation

- Ensure relevant and usable results are available for decision support
- Validate results based on raw data inputs and model rules — e.g., understand the “math” behind a result
- Financial validation of results against published financials
- Operational validation of results to endure business user buy-in
- Established standard month-end outputs and reports for signoff and validation



MANAGED ADMINISTRATION SERVICE DETAILS

Model Maintenance	Data Integration	Results Refresh & Validation
Ongoing management of user setup and access rights	Updating data transformation packages and logic	Up to two monthly calculations for each model
Archiving / removing unused data and results sets	Adding new data elements / cost drivers to data transformations and loads	Monthly processing and refresh of Acorn Advanced Analytics results cubes
Incorporating new data elements and cost drivers	Validation of the data extracts provided	Maintenance of up to two Acorn Advanced Analytics results cubes per model
Updating activity cost assignment logic and equations	Error reporting to data providers	Financial validation tying model outputs with inputs
Incorporating general ledger changes	Execution of the monthly data loads to each model	Operational validation verifying results against the data provided
Updating GL to resource pool to activity cost mappings		
Maintaining and updating resource pool drivers		

HOW IT WORKS

1. Log a Managed Administration request ticket on our support portal at support.ignitetechnology.com
2. A member of our specialist team will contact you to understand your needs, share our simple statement of work and ask you to complete a requirements template.
3. Leave the rest to us. Our team of experts will collaborate with you to get started.

FOR MORE INFORMATION

Please contact us at success@ignitetechnology.com or visit ignitetechnology.com/acorn

