

## LancetCare Platform Administration

LancetCare<sup>SM</sup> provides the reliable, experienced support you need to keep your MicroStrategy<sup>®</sup> Business Intelligence (BI) platform running at optimal performance levels, allowing your staff to focus on value-added activities.

### Is LancetCare Right for Us?

- Do you rely on a single individual for platform administration?
- Do routine maintenance tasks often keep senior staff from more strategic activities?
- Do you struggle to monitor service levels and detect performance issues early?
- Does the upgrade process often disrupt critical business activities?
- Is it difficult to accurately predict usage and capacity needs?

#### Configure your LancetCare support with services such as:

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| <ul style="list-style-type: none"> <li>• Proactively monitoring application service levels</li> <li>• Administering security</li> <li>• Resolving technical issues</li> <li>• Migrating objects</li> </ul> | <ul style="list-style-type: none"> <li>• Planning and executing upgrades</li> <li>• Managing performance and planning capacity</li> <li>• Handling Narrowcast report distribution</li> </ul> |
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### Choose LancetCare for:

- Outsourcing any or all of the administrative functions of your platform
- Improved platform performance
- Backup coverage for vacations, illness or staff vacancies
- Added bandwidth for upgrades or special projects

### Streamlined MicroStrategy Platform Administration

Successful MicroStrategy platform administration requires total reliability, specialized skills and round-the-clock availability — a combination that's tough to find in a single individual. With LancetCare, we deploy a team of MicroStrategy experts to keep your platform running at peak performance, 24 hours a day, 365 days a year.

LancetCare can increase your efficiency, improve your operations and allow your staff to focus on more strategic activities. Best of all, it's scalable and cost effective for organizations of all sizes, even when you need only a part-time resource.

### Choice, Control and Confidence

With LancetCare, you define your needs and choose the services you require. We provide dedicated Business Intelligence consultants with hands-on MicroStrategy experience, a full suite of automated tools and administration best practices.

We'll work collaboratively with your team to help you learn — and institutionalize — best practices, including knowledge we've gained at over 100 MicroStrategy client installations. It's an approach trusted in some of the largest, most intense MicroStrategy environments today.

### Best Practices Drive Efficiency

It's a daily challenge to keep up with your platform's constant changes, like new user setup, security administration and developer support. Over time, LancetCare streamlines daily activities and develops efficiencies to do more in less time. Then, we help you move on to higher-level, complex work that brings a new level of power to your system — and your users.

“ What does the competition do better than Lancet? Nothing. Using Lancet's proven methodology, we get reports to users faster and with more predictable results. ”

Lynn Askew  
Patterson Dental

When you select LancetCare, you'll get ...	And you'll benefit from ...
A team of experienced MicroStrategy specialists	A powerful combination of constant availability and specialized skills that reduces your risk and improves efficiency
A coaching model designed to increase your team's knowledge	A collaborative approach that shares administration best practices — and their results
Flexible support to accommodate your growth	Matching the right skill sets to the right activities and adjusting program scope over time
A program configured to your needs and budget	The ability to select — and pay for — only the services you need, with a predictable cost structure that streamlines planning
Dedicated resources who handle day-to-day platform operations and developer support	Added bandwidth at less cost than hiring full- or part-time contractors, enabling you to redeploy your staff to higher-value activities
24/7 monitoring of your MicroStrategy platform	Timely problem detection and rapid resolution — before issues derail critical business activities
Clearly defined and measurable service levels	A shared commitment that improves BI program reputation and user satisfaction
Proactive capacity planning to keep up with business growth	Peace of mind, knowing that you're in compliance with current licensing, and the ability to accurately forecast new expenditures
Access to advanced methods and tools	Proven methods that give you more value for your investment by avoiding rework, repetition and downtime



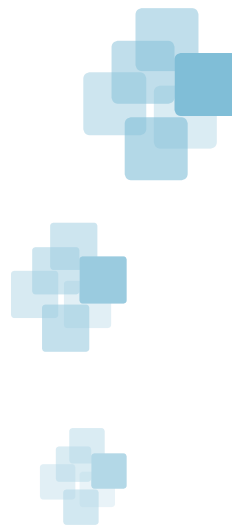
## Make Your MicroStrategy Platform the Best It Can Be

Request a Full Menu of LancetCare Services

Call: 952.230.7396 | Email: [info@lancetsoftware.com](mailto:info@lancetsoftware.com) | Visit: [www.lancetsoftware.com/Bladmin](http://www.lancetsoftware.com/Bladmin)

### The Right People, the Right Results

Maximize your return on data with strategic leadership, hands-on project implementation and professional training from the Business Intelligence specialists at Lancet<sup>SM</sup>. As one of the leading MicroStrategy<sup>®</sup> partners in the world, Lancet helps IT professionals and business leaders define, build, manage and learn the discipline of Business Intelligence — and excel at its application. More than 100 clients around the globe rely on us for BI strategy, project execution, platform administration and training.



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