

To: Connect for Health Board

From: Gary Schneider, IT Program Manager; Patty Fontneau, CEO/ED; Cammie Blais, CFO

Subject: Recommendation Cloud Operations Management Services (COMS) for Interactive Intelligence and Oracle Right Now

### **Recommendation**

It is recommended that C4HCO Board authorizes Patty Fontneau to enter into an agreement with Eventus to provide Cloud Operations Management Services for Oracle Right Now CX (OCX) and Interactive Intelligence (IVR). EVENTUS' knowledge of C4HCO's Marketplace operations and technology, their expertise in OCX configuration, and their track record of initial OCX implementation make EVENTUS the preferred vendor to provide on-going OCX and IVR support. The scope of their proposal addresses C4HCO requirements for technical support to maintain and enhance C4HCO's CRM and IVR systems at a reasonable price.

### **Background**

For approximately 2 ½ years EVENTUS has been assisting C4HCO in several areas related to the start-up and operations of the Service Center. EVENTUS is intimately familiar with C4HCO Service Center operations and Marketplace technology.

In 2013, EVENTUS implemented and configured C4HCO's cloud hosted CRM and IVR applications. The work performed was outstanding in terms of quality and delivery time. Because of their performance, C4HCO (under the existing Master Services Agreement) requested EVENTUS provide a multi-year proposal to maintain OCX and IVR.

### **SOW #7 Proposal and Evaluation**

EVENTUS proposal represents significant value to C4HCO. The proposal is comprehensive and addresses C4HCO's need to maintain OCX and IVR baseline configurations while adding required enhancements to increase Service Reps' (SR) efficiency and to support C4HCO's future targeted marketing and outreach activities. Major services under the proposed SOW #7 include:

- Support – issue diagnosis and troubleshooting.
- Warranty Coverage – defect fixes, configurations and customizations.
- Day-to-Day Support for Production and Non-Production Instances and System Admin – account admin, DR, archiving and recovery, performance management and optimization activities.
- I3 System Admin – administration of the ACD/IVR system and integration with OCX.
- System Upgrade Support – upgrade planning, security documentation, patching and functional testing.
- System Performance and Monitoring – daily monitoring and monthly reporting.

C4HCO has identified approximately 20 additional OCX enhancements for FY 2014 and 2015 intended to increase SR efficiency and effectiveness in interacting with customers. During SOW #7 negotiations, EVENTUS stated that eighteen of these proposed enhancements are covered under this proposal.

The proposal defines specific service levels for response times and resolution. These service levels are acceptable and conform to industry standards.

Service fees for the first two years are approximately \$220K per year. Options for Year 3 and Year 4 renewal increases 3% per year. However, it is likely that by Year 3 C4HCO will have a stable CRM application fully integrated with other Marketplace applications. This will enable a reduction in services (and fees) or provide C4HCO an opportunity to switch to internal OCX maintenance and administration.

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