

# Short on IT staff to optimize your Jitterbit integrations?

## We've got you covered.



### Harmony Enhanced Services Offering from Jitterbit

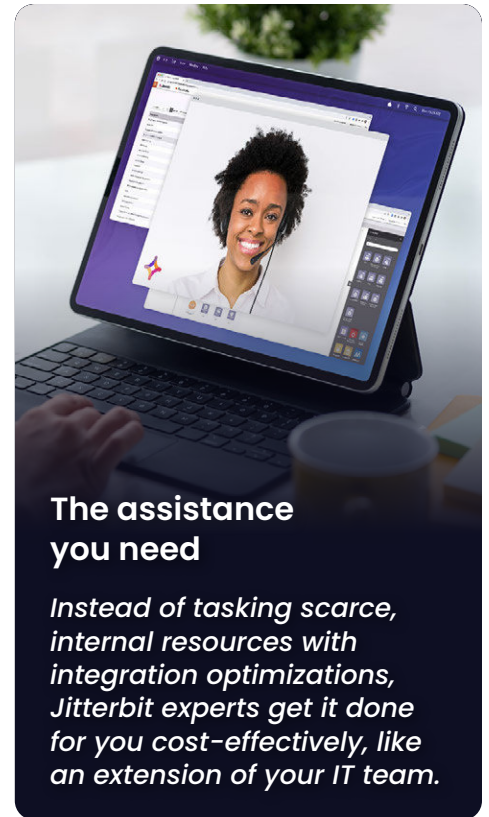
Integration stands as the crucial first step in any organization's pursuit of automation. Indeed, automation cannot exist without integration. Yet, amidst the exponential surge in SaaS applications across enterprises, constructing and overseeing integrations pose formidable challenges to IT organizations.

Companies are deploying an average of 93 applications according to Okta's Businesses at Work 2024 report. With integration needs emanating not solely from IT but also from other lines of business, IT departments find themselves stretched to their limits.

With **Jitterbit's Harmony Enhanced Services offering**, our team of integration experts step in to lighten the load on your IT department. By providing tailored service and guidance, we ensure that your Jitterbit integrations run smoothly and efficiently, allowing your scarce internal resources to focus on more strategic initiatives.

### Use Jitterbit Integration Experts

We'll assign an integration expert to support your Jitterbit integration footprint by recommending integration best practices, optimizing integration performance, supporting Harmony Private Agent installation and version updates, and working with the Jitterbit Support team to diagnose and troubleshoot errors when needed.



### Harmony Enhanced Services provides:

- › A resource for your team to answer Harmony-related questions
- › Advice and recommendations to optimize future integration performance and scalability
- › Suggestions for prospective design enhancements
- › Minor modifications of production Jitterbit projects as directed by your business
- › Performance tuning and configuration optimization
- › Private agent software installation and version upgrades
- › Health check - review and assess critical business functions and optimization of workflows
- › Architecture and consulting services

## Jitterbit's Harmony Enhanced Services do not provide:

- › New integration project implementation
- › New use case implementation for production projects
- › Real-time monitoring of integration project status, integration errors, or private agent software status/performance.
- › Tier 1 Support

## When to Use Harmony Enhanced Services

-  Loss of integration resources and can't find a suitable replacement
-  Need better utilization of current resources
-  Dependence on a single critical resource
-  Desire to shift resources away from routine integration maintenance to new strategic initiatives
-  Pressure to reduce costs and increase efficiency

## Subscription Options

PLAN	DETAIL
Harmony Enhanced Services I	10 hrs / Quarter
Harmony Enhanced Services II	30 hrs / Quarter
Harmony Enhanced Services III	60 hrs / Quarter

### Benefits of Harmony Enhanced Services

With Harmony Enhanced Services, you eliminate the need to hire and train an integration administrator, which is costly. With a Harmony Enhanced Services subscription, your costs are predictable. Let our experts help you drive operational efficiencies and maximize the value of your IT investments.

To learn more or purchase a Harmony Enhanced Services subscription, contact your Customer Success Manager at [Success@jitterbit.com](mailto:Success@jitterbit.com).