

ONE Sustain

Maintain delivery and improve performance as conditions change.

INCLUDED

Defined service responsibilities and capacity, performance reporting, scheduled reviews, an improvement backlog, and continuity arrangements.

OPTIONAL ADDITIONS

Recurring forecasts, surge capacity, application maintenance, AI reevaluation, or talent readiness support.

PURCHASE STRUCTURE

Recurring agreement with defined hours, workload assumptions, response expectations, term, and transition-out arrangements.

CLIENT INPUTS

Current information, maintained access, a service owner, prioritized work, and timely review of exceptions.

APPROVAL AND COMPLETION

Review delivery against agreed service measures; authorize changes to coverage, workload, or capacity before they enter scope.

YOUR PROPOSAL DEFINES

Organizational coverage, selected services, deliverables, schedule, roles, assumptions, acceptance evidence, and price. Additional work follows the agreed change process.

ENTER WHERE YOU NEED US

These are engagement options, not service tiers. Start at the stage that fits your needs when required inputs and readiness are in place.