

Platform support

Technology platforms require ongoing support to maintain performance, reliability, and business value. Without the right expertise and operational processes in place, organisations can experience increased risk, reduced platform performance, and challenges responding to changing business requirements.

Adaptiv provides proactive platform support services that help organisations maximise platform availability, resolve issues efficiently, and continuously improve platform performance and reliability.

Why it matters

- ✗ Improve platform reliability and performance
- ✗ Reduce operational risk and downtime
- ✗ Access specialist platform expertise
- ✗ Support evolving business requirements
- ✗ Maximise value from technology investments



What this enables:

01. Proactive support

Monitor, manage, and maintain critical platforms to ensure ongoing stability

02. Issue resolution

Resolve incidents quickly and minimise disruption to business operations

03. Platform optimisation

Identify opportunities to improve performance, reliability, and efficiency

04. Long-term value

Maximise platform effectiveness through ongoing support and continuous improvement

Platform support

Our approach

Discovery

We work with you to understand your current state, needs and datasets to identify gaps and opportunities for improvement.

Support

Our team of dedicated support engineers will look after the solution(s) we designed, implemented and deployed for you.

Strategy and design

Our architects define the optimal strategy and create a technical blueprint aligned with your business goals.

Implement and deploy

Our developers will get the work done on time and on budget while following your internal coding standards and DevOps policies.

Technology partners

Using enterprise-leading technologies, Adaptiv's team of certified experts power your new and modern integration architecture.



Bolton Clarke maximises platform value through continuous support

Industry: Aged care **Platform:** Boomi

Bolton Clarke required ongoing support to maintain platform performance and reliability while supporting evolving business requirements. The organisation needed integration expertise to ensure the continued health of its integration environment.

Adaptiv provided proactive monitoring, specialist support, and optimisation services to maximise platform availability and long-term value.

Outcomes

- ✓ Improved platform reliability and performance
- ✓ Reduced operational risk and downtime
- ✓ Faster issue resolution
- ✓ Increased value from technology investments