You asked, we listened.
Sunrise launches its 'Safe Hands' service on 1st June 2022

***Safe Hands days are purchased upfront**, avoiding the need to secure budget for each and every change you wish to make. You can simply **draw down the time** when you need it.*

You need Safe Hands when you...

- need help making minor changes to your Sunrise system but don't have the time, skills or knowledge to do this yourself.
- want to make changes but do not want to wait for a larger change project.
- need some expert advice on how best to implement new processes to your system but don't know where to start - our experts can provide you with their product and industry experience.
- want to learn more about a specific service, or how services work together.
- want to shadow or be shadowed by one of our experts, to learn more about system changes and how to make them.

How does it work?

Once you have purchased your Safe Hands days, you can make a Safe Hands booking with our Project Office, who will arrange for a Sunrise expert to work with you at a convenient time. Our product experts will combine their knowledge in delivering Sunrise solutions with industry best practice and real-world scenarios, to provide you with the best possible solutions.

Terms & Conditions of Safe Hands service:

- Paid upfront.
- Valid for 12 months from point of order.
- Minimum 2-hour bookings slot.
- Customer is responsible for all system backups, change management and system testing.
- Sunrise will provide a consultancy report for all work completed.
- Safe Hands days may be purchased at the rate of £1000 per day until 30th June 2022, thereafter cost is £1100 per day (+ VAT).

Sunrise®

When you need a safe pair of hands
from a Sunrise expert,
we are here to help you!

How do I set up my SLAs?

What is the best way to set up my service catalogue?

I've been asked to make changes by support but I don't have time to implement these, can you do this for me?

Can you shadow me making changes to my configuration?
I think I know what to do but need some help along the way.

I want to do a one-time import of assets into my CMDB, can I do this without a data package?

I want to add notifications, how do I do this?

I want help setting up my dashboards.

I need some help with the report builder.

I want to add a service myself but may need some help .

How do I set up my security?

I'd like to review our configuration - what could we improve?

Can I check how the data import tool works?

Sunrise®