



High Tech Operations & Maintenance

End-to-End Support,
Sustainment and Continuous
Improvement for Digital
Operational Systems



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for Digital Operational Systems



As more technology enters the operational environment, how your systems are leveraged to drive business value is key. Go-Live is just the beginning.

Operational needs are increasingly complex as organizations face growing volumes, labor shortages, and the need to adapt to interconnected technologies quickly. Many organizations adopt a reactive "break and fix" support model for technology and operational needs. However, a better approach is that of a **proactive landscape that drives value from your technological investments**. High Tech Operations & Maintenance focuses on the outcomes that matter most to you and your business.

To accomplish this, we leverage our local and distributed teams and their knowledge of your systems and operations to implement **scalable, value-focused solutions** that enhance the efficiency of your system.

Don't just keep your operations running. Make them run *better*.



Consolidate
Service Roles



Improve Operational
Efficiencies



Reduce Manual
Touchpoints



Eliminate Technology
Obsolescence

\$1.7M
Annual Savings

30%
Increase in Overall
Operational Effectiveness

Learn more about Brock's proven HTO approach ►

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Our Proven Approach

TRAIN

Our engineers are highly trained in the technology and processes that are unique to your system and gain site-specific knowledge through a cumulative education through a broad organizational support structure.

EMBED

Leveraging our organizational breadth of industry knowledge, we integrate into your operational environment and leverage project teams to understand your unique challenges and drive proactive solutions.

ENGAGE

We continuously engage, analyze, and implement proactive solutions on a day-to-day basis to help you better manage risks and anticipate operational challenges in real-time.

Your operational success shouldn't depend on the time of day. From 24x7 support to fully managed services, a full-time on-site Brock operational engineer can perform a wide spectrum of services offerings based on these six critical areas of your operation:



Incident Response & Resolution Management

Minimize operational disruptions, maximize recovery time, and prevent issues from recurring with guaranteed response times of our 24x7 remote support desk and dedicated operational engineer.



Cybersecurity

Whether design, build, or operate, we can provide turn-key managed services or custom-tailored solutions using your preferred toolsets and procedures focused on improving operational resiliency.



Preventative Maintenance

Identify potential system issues before they become problems and avoid costly repairs from unexpected breakdowns by streamlining your maintenance processes based on data gathered from your operations.



Performance Analytics

Pinpoint bottlenecks and areas for improvement to find out what your systems are capable of by leveraging the power of data to gain a complete picture of your systems' functioning.



Continuous Improvement

Leverage quantitative and qualitative insights to improve system performance and reliability and make valuable improvements to your processes without waiting for approvals or new funding.



System Governance

Reduce the need for management, training, and recruiting and ensure that projects are executed as planned by partnering with Brock Solutions for a cohesive, fully managed, integrated approach to your business processes.

See how Brock has utilized this model to improve O&M with our customers ►

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Brock HTO&M Support Team Structure

Built upon a foundational structure that allows us to support our customers at every level based on expertise that spans our entire organization.

Primary Points of Contact (Your SMEs)



24x7 Hotline Engineers

System Analyzers

Data Engineers

IT Maintenance & OT Cybersecurity Experts

BHS Consultants



Brock Solutions Project Team



Brock Solutions SMEs (950+)

SmartSuite Products and Modules

SmartSort

SmartDrop

SmartClear



SmartSuite Analytics

Multi-System Management

SmartBag

SmartLoad

SmartConnect

Enterprise Dashboards & Reports

Enterprise Search



MAJOR INTERNATIONAL WEST COAST AIRPORT

15+ Year Partnership

2 Dedicated On-Site Support Resources

- 24x7 Hotline Access for Off-Hour Calls
- On-Site Incident Support
- Performance Analytics
- Continuous Improvements



FLORIDA-BASED CATEGORY X AIRPORT

15+ Year Partnership

2 Dedicated On-Site Support Resources

- 24x7 Hotline Access for Off-Hour Calls
- On-Site Incident Support
- Performance Analytics & Preventative Maintenance
- Continuous Improvements
- System Governance

At Brock Solutions, we understand that Digital Transformation is more than just buzz words. We make it our business to bring automation to your operations, so you can focus on your business. To talk to an expert or schedule a demo, scan the QR code or contact us at:

Web: <https://www.brocksolutions.com/sustainment-support/> | Email: info@brocksolutions.com

