



SAA MANAGED SERVICES

ENTRUST SYSTEM ADMINISTRATOR DUTIES TO SEASONED FLEX PROFESSIONALS

DEDICATED SYSTEM ADMINISTRATION RESOURCES

In order to keep your Spillman Flex software up-to-date and running at maximum efficiency, your agency needs a dedicated system administrator, or Spillman Application Administrator (SAA), to help manage your Flex system. While many agencies already have an SAA in place, often times this person is trying to fill this role in addition to a current position such as records manager, dispatch coordinator or sergeant. The mistake some agencies make is thinking they can manage their Flex system without a fully dedicated SAA. Using Spillman Flex's SAA Managed Services gives your agency peace of mind knowing that your system is being taken care of and any potential issues are being resolved via a dedicated Flex SAA, freeing up more time for your team to focus on other mission-critical areas.

STREAMLINED COMMUNICATION WITH TECHNICAL SERVICES

The position of SAA requires a full-time commitment because of the amount of work that may be necessary to accomplish proactive system maintenance tasks as well as issue resolution. Without the guidance of a full-time SAA, your department may be unsure of who to contact for internal system technical assistance, let alone what questions to ask Flex's support staff. By utilizing Flex's SAA Managed Services offering, your agency has access to a knowledgeable SAA who will be your point of contact for talking with Technical Services and working through problems together to find a solution.

**SAA MANAGED SERVICES HELPS
YOUR AGENCY ENSURE PROACTIVE
SYSTEM MAINTENANCE AND
ACCURATE ISSUE RESOLUTION.**





SPECIALIZED SAA PERSONNEL

The stress agencies experience trying to manage their own Flex server can lead to issues such as getting behind on trainings. Relying on SAA Managed Services removes the worry of managing the Flex system from your team's hands by ensuring your system has both dedicated proactive maintenance as well as timely and knowledgeable issue resolution. Your dedicated SAA will be instrumental in standardizing and cleaning up your software system, staying up-to-date on trainings and resolving any issues. They will also remotely handle all system administrator tasks for your department, including creating permissions to ensure your agency personnel have the necessary data to do their jobs, while

also making sure previously authorized personnel only have access to data that is pertinent to their position. Other duties of your remote SAA include creating reports, merging tables, managing and maintaining third party interfaces, and purging any data your department no longer needs. The SAA is also dedicated to thoroughly learning Spillman Flex, staying on top of updates and attending important events like the annual Summit software users' conference with your team. SAA Managed Services can assist subject matter experts (SME) within your agency as well as work in congruence with your department to help you get the most out of your Flex system.

If your agency would like to learn more about implementing SAA Managed Services, contact your [Account Sales representative](#).

