

# Custom Development and Implementation Package

Custom development and implementation of solutions tailored for you.

A ControlUp Professional Service Engineer provides development and implementation of custom solutions designed especially for your monitored environments.

## Benefits & Outcomes

While the added value of this package differs based on the project and what is implemented, these are the main areas where you can benefit from custom development:

- **Integration with 3rd parties** you may be using that could be enhanced or enhance ControlUp's monitoring and remediation.
- **Custom Dashboard** to present ControlUp's extensive monitoring data tailored to your team's needs.
- **Custom Reporting** scheduled and run as your team can best consume the information.
- **Automations** to provide monitoring and remediation automatically as incidents may arise.
- **Custom Scripts** that can provide a wide variety of potential capabilities to increase the value and usage of ControlUp.

## Implementation Stages & Activities

The activities for each project are based on the scope and type of project, as well as your company's priorities. Here are the basic stages of a custom project.

### Research and Scoping

The Professional Service Engineer becomes familiar with your environment by analyzing the available monitoring data and conducting sessions with your core team to provide a statement of work (SOW).

### Development

The ControlUp team develops, tests and deploys the project based on the expected outcome.

### Implementation, Documentation, & Knowledge Transfer

Final testing & deployment of the project with the necessary knowledge transfer to your team. Knowledge transfer to include:

- Documentation of the changes/enhancements to your environment.
- Screenshots and video demonstrations if applicable.
- Training on any relevant changes provided to your core team if applicable.

### Post-Implementation Usage Assessment – *dependent on the type of project and its scope*

This stage depends on the project delivered. It could potentially provide analysis and reporting on usage in Hybrid-Cloud deployments.

**Cost:** Depends on scope and length of project.