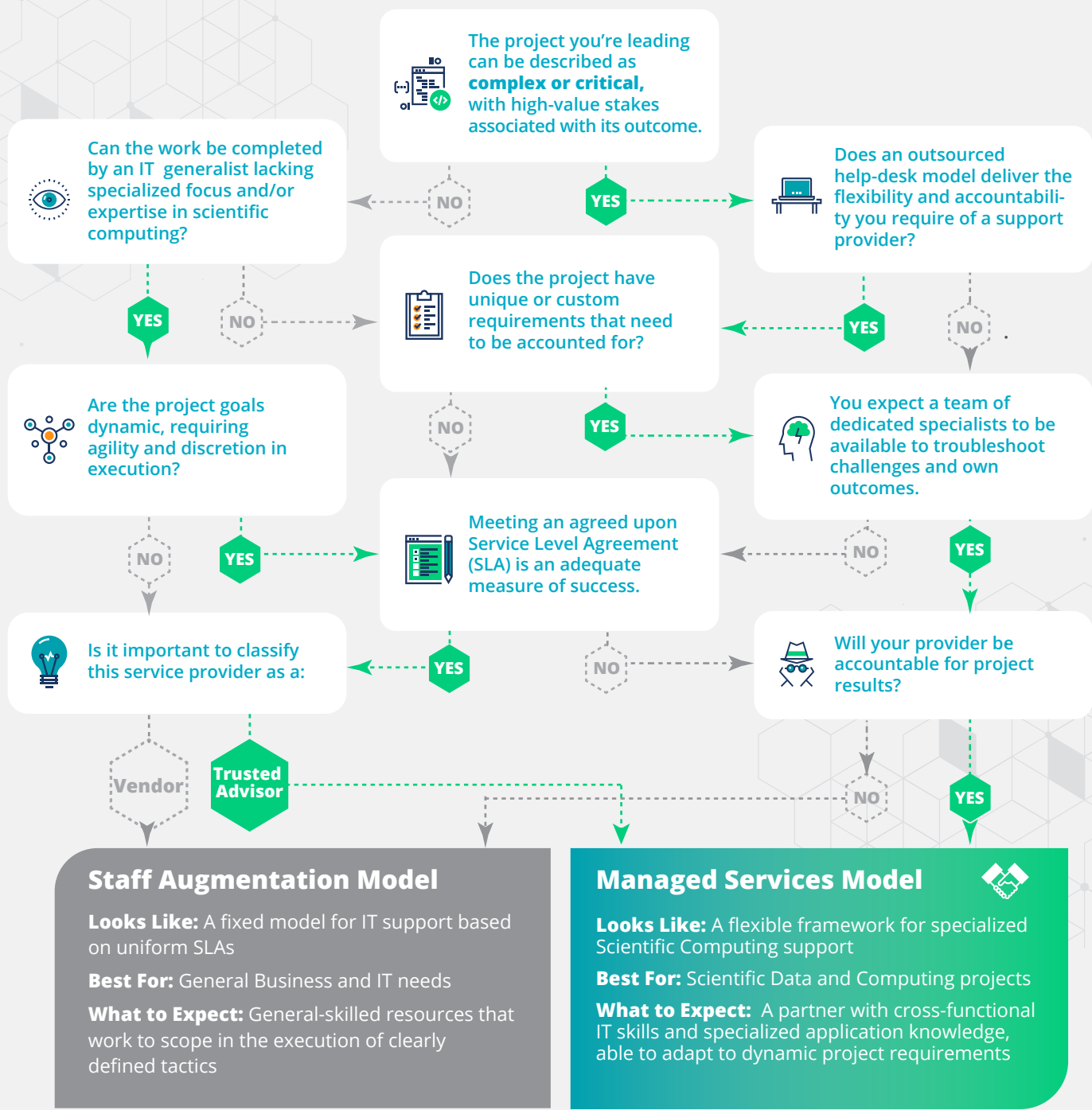# What Support Model is Best for Your Scientific Computing Initiatives?

Considering an experienced computational science partner?

Investing in a relationship with a provider of research and enterprise IT solutions is no small decision. **To ensure the experience will align with your goals, ask yourself these questions to start.**

The project you're leading can be described as **complex or critical,** with high-value stakes associated with its outcome.

YES → Does an outsourced help-desk model deliver the flexibility and accountability you require of a support provider?

NO → Can the work be completed by an IT generalist lacking specialized focus and/or expertise in scientific computing?

Does the project have unique or custom requirements that need to be accounted for?

YES (from help-desk) → Does the project have unique or custom requirements that need to be accounted for?

NO → You expect a team of dedicated specialists to be available to troubleshoot challenges and own outcomes.

YES (from generalist) → Are the project goals dynamic, requiring agility and discretion in execution?

NO (from custom requirements) → (down)

YES (from custom requirements) → You expect a team of dedicated specialists to be available to troubleshoot challenges and own outcomes.

Meeting an agreed upon Service Level Agreement (SLA) is an adequate measure of success.

YES (from dynamic goals) → Meeting an agreed upon Service Level Agreement (SLA)...

NO (from specialists) → Meeting an agreed upon Service Level Agreement (SLA)...

YES (from specialists) → Will your provider be accountable for project results?

NO (dynamic goals) → Is it important to classify this service provider as a:

YES (from SLA) → Is it important to classify this service provider as a:

NO (from SLA) → Will your provider be accountable for project results?

Vendor →

Trusted Advisor →

NO (accountable) →

YES (accountable) →

Staff Augmentation Model

Looks Like: A fixed model for IT support based on uniform SLAs

Best For: General Business and IT needs

What to Expect: General-skilled resources that work to scope in the execution of clearly defined tactics

Managed Services Model

Looks Like: A flexible framework for specialized Scientific Computing support

Best For: Scientific Data and Computing projects

What to Expect: A partner with cross-functional IT skills and specialized application knowledge, able to adapt to dynamic project requirements

A Better Model for Implementation

RCH Solutions is a global provider of computational science expertise, helping Life Sciences and Healthcare companies clear the path to discovery. Through its unique Managed Services offering, RCH flips the typical staff augmentation model on its head to maximize flexibility, accountability, and continuity, and drive great outcomes for its clients' scientific computing initiatives.

RCH SOLUTIONS

Ready to learn more? **Visit www.rchsolutions.com**