

From the workshop to quiet operations.

We do not roll out CentOps as boxed software. A forward deployed engineer from Eywo runs the discovery workshop with you, prepares the roadmap and takes the rollout all the way to day-to-day operations. After that we look after support, updates and further development.

01 Implementation Discovery workshop, a rollout roadmap and a forward deployed engineer who carries the technical side.	02 Development Further data sources, integrations and process changes tailored to your operations.	03 Operational support Tickets via the support widget or email, P1–P4 priorities and response times by edition.	04 Updates New features and security fixes continuously – in the cloud and on your OpenShift.
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Implementation

We run the rollout in the Adoption roadmap module inside CentOps. The plan, tasks, decisions and the benefits achieved are visible to both sides and to the steering committee.

01 Discovery workshop One or two days with the FDE: goals with measurable KPIs, the current state of nine areas, data availability, deployment profile and modules.	02 Roadmap Priorities by impact and effort, waves Foundation → Quick wins → Expansion → Optimisation, tasks with owners and due dates.	03 Delivery in waves Each module is a workstream with a task template, a milestone and readiness checks that CentOps verifies itself.	04 Governance and handover The steering committee decides at the end of each phase (go / with conditions / no-go) and tracks KPIs and slippage against the approved plan.
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Indicative wave length: Foundation 2–3 weeks, Quick wins 4–7 weeks, Expansion 4–6 weeks, Optimisation 3–4 weeks. The actual plan is agreed in the workshop.

Who does what

Eywo (FDE) <ul style="list-style-type: none"> — runs the workshop and prepares the roadmap — connects SSO, monitoring and data sources — configures modules, workflows and rules — trains key users 	Client <ul style="list-style-type: none"> — project lead and service owners — provides data: CMDB, services, teams, contracts — confirms owners, maintenance windows and SLAs — decides on priorities 	Together <ul style="list-style-type: none"> — pilot on a selected service — KPI measurement and review — steering committee at the end of each phase — handover to day-to-day operations
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What you get

- A rollout roadmap in CentOps with phases, workstreams, milestones and tasks
- Goals with KPIs: baseline, target and weekly measured progress
- Configured modules, roles, RACI, workflows and notifications
- Connected data sources and a populated CMDB
- Trained key users and administrators
- A steering committee report for every period

Operational support

We accept tickets in any language via the support widget or by email. The P1–P4 priority sets the response time by edition.

	STANDARD	BUSINESS	ENTERPRISE
Support hours	business days 8:00–17:00	business days 8:00–17:00; P1 daily 7:00–22:00	P1 around the clock (24×7); others business days 8:00–17:00
Response P1 – critical	4 h	2 h	1 h
Response P2 – high	8 business hours	8 business hours	4 business hours
Response P3 and P4	2 business days	2 business days	1 business day
Channels	support widget, email	support widget, email	support widget, email, phone for P1
Regular review	—	quarterly	monthly, with a named contact

Proposed support levels; binding terms are set by the contract. Response times run within support hours (CET). When CentOps runs on your OpenShift, we support the application, not your infrastructure.

Updates

Updates and security fixes are included in the subscription of every edition.

Cloud (SaaS)

Eywo deploys new versions continuously. Database migrations run automatically and versioned; data stays in the EU.

Your OpenShift

A new container image – built in the cluster or a ready-made image for environments without internet access. Database migrations run on start-up.

Security fixes

Critical fixes are released with priority, outside the regular release cycle.

Process changes

We tell administrators in advance about changes that affect how users work.

Development

CentOps adapts to your operations without programming on your side. You order development as needed and agree scope and price up front.

Connectors and imports

Further CMDB sources for your environment and conversion of cost exports to FOCUS.

Integrations

Monitoring, vulnerability scanners, identity, email and Slack; sync with a primary CMDB via external IDs (Enterprise).

Processes and reports

Workflows, change models, the request catalogue, notification templates, the price list and saved analyses.

New features

Requests from pilots shape the product roadmap. What is in preparation we say openly and do not sell as finished.

What the subscription covers and what is ordered separately

In the subscription

- Operational support by edition
- Updates and security fixes
- Operation in the Eywo cloud (SaaS)

On order

- Discovery workshop and roadmap
- Forward deployed engineer during rollout
- Connectors, integrations and customisations
- Training beyond the rollout

We quote implementation and development after the discovery workshop, based on scope.

Start with a discovery workshop.

In one or two days you know what CentOps will change in your operations, in what order and what you need for it.

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