

BLUZEE ERP CONSULTING SERVICES

ERP Support Services

From build to run.

Ready for production. Ready for change.

Odoo ERP support, stabilisation and ongoing operational care.



Continuity begins before go-live.

Proactive transition. Practical templates. Accountable support.

SERVICE SCOPE AND DIFFERENTIATORS

Protect continuity. Keep improving the way you run.

Bluzee brings business-process understanding into Odoo ERP support. Our service combines responsive issue handling with proactive operational care, user assistance and controlled improvement after go-live.

01 Business impact first

Prioritise support around the transactions and functions your business depends on. Assess disruption, urgency and available workarounds before deciding the response.

02 Functional and user support

Help users resolve process questions and operating issues across the agreed modules. Turn recurring questions into practical guidance and reusable knowledge.

03 Technical coordination

Investigate application and integration issues, collect useful evidence and coordinate with hosting or software providers where dependencies cross ownership boundaries.

04 Controlled change support

Assess changes, confirm approvals, validate key business flows and plan recovery before release. Keep the support record aligned with the solution in production.

05 Proactive production care

Use agreed checks for scheduled jobs, interfaces, exceptions and critical operating periods. Review warning signs and recurring incidents to identify preventive actions.

06 Visible service ownership

Track tickets, communicate progress and escalate risks through named owners. Review service performance and improvement actions with business and IT stakeholders.

The Bluzee difference: support readiness starts during build, carries through stabilisation and continues as a disciplined operating routine in production.

Prepare the run team before production depends on it.

Our transition approach makes knowledge, ownership and readiness explicit. Bluzee brings its template and checklist toolkit into the handover so support can act with context from the start.

- 01 Engage before go-live**
 Identify critical processes, operating calendars, dependencies and support needs while the solution is being built.
- 02 Capture solution knowledge**
 Document configuration, customisations, interfaces, design decisions and known issues. Walk the run team through realistic business scenarios.
- 03 Validate production readiness**
 Review key transactions, access, monitoring responsibilities, recovery evidence and release rollback steps against an agreed checklist.
- 04 Stabilise through hypercare**
 Provide focused post-go-live attention. Review incidents, user feedback and fixes frequently, with clear ownership of outstanding actions.
- 05 Accept steady-state operations**
 Confirm handover evidence, support access, service targets and agreed exit criteria before moving into the normal support rhythm.

Readiness gates

Named owners

Responsibilities agreed across Bluzee, the client and relevant vendors.

Known risks

Open issues, workarounds and accepted risks recorded with owners.

Usable knowledge

Runbooks, contact routes and support access ready for use.

Clear acceptance

Evidence and stabilisation criteria reviewed with the customer.

Handover is an acceptance decision supported by evidence: the run team knows what is live, how it should behave, who owns it and what to do when something fails.

A practical recipe for dependable production.

Our distinctive approach combines reusable templates, business-specific checklists and clear acceptance evidence. Each item is tailored to the solution, its risks and the responsibilities agreed with the customer.

TEMPLATE / CHECKLIST	WHAT IT CAPTURES	PRODUCTION VALUE
Solution handover pack	Configuration, customisations, versions and dependencies.	Preserves design context and supports diagnosis.
Operating runbook and calendar	Routine jobs, reconciliations, period-end and key dates.	Makes critical operating checks repeatable.
Access and ownership matrix	Roles, approvals, contacts and escalation routes.	Clarifies authorised access and accountability.
Integration control checklist	Interfaces, schedules, failure signals and reconciliation.	Helps detect failed or missing data flows.
Continuity and recovery checklist	Backup ownership, status, restore evidence and recovery steps.	Makes recovery responsibilities and readiness visible.
Incident and problem record	Impact, symptoms, workarounds, root causes and known errors.	Turns support history into reusable knowledge.
Change and release checklist	Impact, testing, approvals, rollback and release checks.	Protects production during controlled changes.
Service review and action log	Performance, risks, actions, owners and due dates.	Keeps improvement measurable and accountable.

Operational rhythm: scheduled health checks, critical-period readiness, controlled releases and periodic service reviews. The cadence follows the business calendar and agreed support scope.

A clear owner. A controlled path to resolution.

Globally recognised service-management practices underpin the support process: incident handling, service requests, problem management, change control, knowledge capture and service-level reviews.

01 Log and prioritise

Record the issue, affected process, business impact and evidence. Agree priority and acknowledge through the support channel.

02 Assign and diagnose

Name an owner, investigate with the right specialists and keep the customer informed of progress and dependencies.

03 Restore and escalate

Apply an authorised fix or workaround. Escalate major incidents and supplier dependencies using the agreed contact matrix.

04 Validate and close

Confirm the business transaction works, capture user validation and record the resolution and any follow-up actions.

05 Learn and prevent

Investigate recurring or significant issues. Maintain known errors, update runbooks and track preventive changes.

Priority by business impact

CRITICAL

Essential operations stopped; no viable workaround.

HIGH

Major process affected; limited workaround.

MEDIUM

Partial impact; a workable alternative exists.

LOW

Minor issue, guidance or routine service request.

Response, update and restoration targets are agreed by priority and support window.

Review response and restoration performance, SLA adherence, backlog age, repeated incidents and user feedback. Track improvement actions with owners and due dates.

NEXT STEPS

Keep your ERP reliable as your business evolves.

Build an ongoing support relationship around business continuity, user confidence and long-term ERP value. Start with an assessment of the live solution and the operating realities it must support.

Onboard with context

Share the ERP version, modules, customisations, interfaces and hosting setup, together with critical business dates, open issues, existing documentation and the current support arrangements.

Agree the operating model

Define coverage hours, channels, severity rules, service-level targets, escalation owners and review cadence. Confirm how requests, changes, releases and third-party dependencies will be handled.

Coverage is agreed for the platform, version, modules, customisations and integrations. Infrastructure responsibilities, enhancements and upgrade work are scoped explicitly.

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