

SMARTSTREAM MANAGED SERVICE

Professional Services for Managing Infor Applications

Today's organizations face many challenges such as downsizing, mergers, increased accountability, changes in tax laws and other regulations / compliance issues. This makes the job of managing and maintaining your company's applications a varied and complex process.

Let Smart Solutions Professional Services Organization (PSO) make it easy for you with Managed Services. Our consulting provides a real solution to customers by managing your Infor® applications with a level of expertise and focus that can be difficult to maintain within your own staff.

MANAGED SERVICE

Application systems are only as good as the information you can get out of them. In today's world, it's important for your staff to be able to streamline the entire maintenance and application management process without committing extensive personnel and data processing resources.

To help you meet these challenges, the Smart Solutions offers an outsourcing solution. The Managed Service for your Infor® applications includes the following:

- Application Management – Provides services to leverage your maintenance investment by ensuring timely application of Solutions, Service Packs, and new Releases.
- Production Support – 12x7 support for problems with production runs, failures, re-runs, etc. It is offered through phone and email contact.
- User Support – Consulting services such as report writing, direct user assistance, and other routine user help and programming tasks that are generally provided by an in-house IT support staff.

CUSTOMER BENEFITS

Manages Services offers the following primary customer benefits:

- Faster Response to User Requests
- Higher Productivity
- Relief From Routine Tasks
- Freedom to Staff more Strategic Projects
- Flexible Pricing

- Commitment from Smart Solutions for Pricing for the Entire Contract Term
- Tailored Coverage to Fit Your Needs
- Managed Services Becomes Your “Internal” IT Infor® Systems Support
- No Need to Recruit Infor® Experts
- Discounted consulting for the term of your contract which may be used for services for Infor® applications.

Note: The terms of this Managed Services agreement are flexible but we recommend a two-year contract.

To Take Action

To find out more about Smart Solutions services, please call 770/975-0919 or email mburleson@smartsolutions.com.



Smart Solutions
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