

## IFS SUPPORT AND SERVICE EXPERTS

### Multi-Tiered Support SLA's from only £45 an hour

As well as our distinguished ERP consultancy solutions, Anthesis also provides a **world class support service** to include all versions of IFS (new or older versions, including Oracle).

Designed as an extension of your IT department, or to allow them to focus on more important core projects, we are here to assist all IFS queries in a timely yet highly professional manner. Many of our clients were struggling to cope in-house or knew their IT resource could be put to much more profitable and productive use – so came to Anthesis for support.

With highly competitive support services **starting from £45 an hour** - from dedicated IFS experts – giving you a central point of contact yet totally flexible solution to your business requirements.



**Our core USP is a speedy and cost effective resolution of all IFS support issues from knowledgeable experts – keeping your internal IFS user productivity high and your IT team focused on core projects**

Whilst our support and service offering is tailored to your unique requirements, the main elements can be outlined as follows:

- World class support service
- Vendor Approved and Certified
- Onshore and Offshore support and development teams – IFS and Oracle experts
- Cost effective support for your IT team – allowing them to focus on core projects
- Bespoke packages to suit your coverage needs and all time zones covered through to 24/7
- Offshore development covering reporting, interfaces, migrations and customisations
- Flexible and wide reaching agreements with multi-tiered SLA's
- Cutting edge case management system
- Customised reporting for management information and improved performance



# Reactive and Proactive Support Services

Anthesis offer both reactive and proactive support for all versions of IFS, including Oracle database.

**Our IFS support team are all IFS accredited and are supported by a wider IFS consulting team for unparalleled levels of service and support.**

24/5 or 24/7, and all time-zones serviced as required.

Our core aim is to provide a first class reactive helpdesk service for all your support requirements, but to also work closely with your business to feedback recurring IFS issues internally to increase productivity and reduce user dissatisfaction.

Conducting our root cause analysis and proactive training will result in 1st and 2nd line helpdesk issue reduction, thus allowing more focus on improvement projects and business as usual tasks.



## Reactive

- 1st and 2nd line Help desk support
- Resolution of issue within agreed SLA's
- Correct packaging of IFS system problems back to the vendor for efficient response
- Onshore and Offshore support

## Proactive

- Cultivating Enterprise
- Knowledge Sharing and Support Ticket Reduction
- Creating and amending reports
- Health checks, monitoring and performance tuning
- Functional Consultancy, training and mentoring
- Technical Development
- Security and access rights
- Planned maintenance and housekeeping tasks
- Sharing best practice across all users



## Next Steps

Please contact our Support Service Account Management Team using the details below:

Or visit <http://www.anthesis.co.uk/services/support/> and fill in our two minute IFS support questionnaire and an Anthesis consultant will be in touch within one working day.