

Anthesis

Anthesis Managed Services

Release the value of IFS



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Is your team tied up with IFS support issues?

Anthesis Managed Services can support your system around the clock, freeing up your team to focus on core projects. Access our global network of connections, resources and knowledge to release the value of IFS Apps.

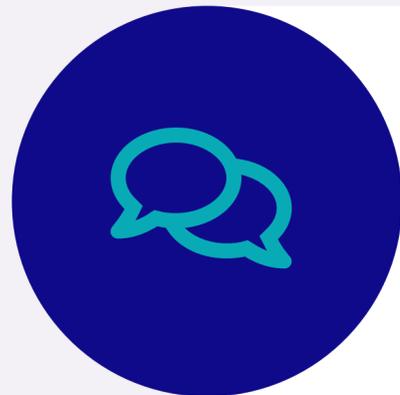
Our service is as an extension of your team. You can rely on a dedicated team of highly responsive IFS experts available 24/7, supporting you to optimise your system and resolve day-to-day system and user issues.

Unlock a more cost-efficient way to manage your application. Our flexible package is built to be the right size for you and covers system and user issues, advice and guidance, and discrete assignments – all for an annual fee, giving you predictable costs without the need to expand your headcount.

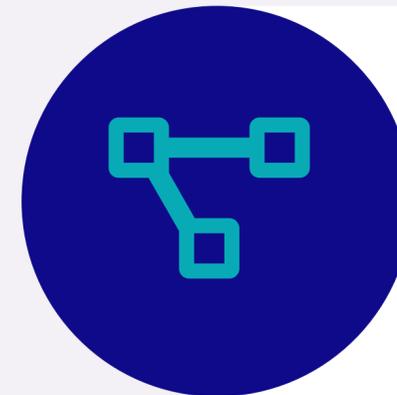
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How does it work?



A dedicated team of IFS experts are available to cover all timezones 24/7 to coordinate the resolution of service requests while keeping you informed on progress.



Examples of discrete assignments include system administration tasks, backup and recovery, patch and release management, company/system copies, security management, personalisation, extensions and report, archiving, year-end support and more.



We ensure an easy transition to our services with procedures and multi-tiered SLAs designed to meet your specific operational needs. Get customised reporting for management information and improved performance.



Prevention is better than cure, so as well as resolving your cases we can help you keep a close eye on your application to identify potential problems and prevent them from happening before it's too late, while providing real time alerts to keep your operation running smoothly.

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What our customers say

“The Anthesis team have broken records for tickets closed and we have seen a near 70% reduction in the number of tickets. Their unique offering is supporting our 3000 users around the globe, 24 hours a day, 365 days a year.”
Steve Hart - LGC

“We now see improved case resolution times and our users get a faster turnaround for their problems meaning they are much more productive with IFS. The Anthesis team are knowledgeable, competent and a pleasure to work with.”
Stephen Lyons - Hakama AG

“Should I ever feel stuck on any issue within our IFS system, I feel comfortable and confident that I can speak to Anthesis, and their response time is excellent. They have consistently gone above and beyond my expectations.”
Ricky Hunjan - Morgan Advanced Materials

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Why choose Anthesis Managed Services?

Access a global network of connections, resources and knowledge across all timezones, 24/7.

Fully flexible and scalable, get the right sized service for your business that can be switched on and off as needed.

A cost-effective solution to expand your team without the need for additional full-time headcount.

Optimise your system with resolution of tickets and get support for your essential improvement projects.

Prevention is better than cure, we run system health checks to identify and fix potential issues early.



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Who is Anthesis?

As an IFS Channel Partner we sell, support, and implement industry-focused software and services to a global customer base. Our teams can work with you from initial implementation roll-out to upgrades, projects, and 24/7 support using our Managed Services team. We help forward-thinking companies release the value of their Enterprise Applications.

Our services:

- Implementation
- Upgrades
- Roll Outs
- Consultancy
- Managed Services
- ERP Software



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Want to learn more?

Discover how Anthesis can help you release the value of your IFS application.

Speak to us today on:



[+44\(0\)1260 296 530](tel:+44(0)1260296530)



ifs@anthesis.co.uk



anthesis.co.uk

