

Managed Services for J.D. Edwards

Overview

■ The Alpha Fusion Managed Services Centre is a remote consultancy service offered by Alpha Fusion Limited.

It was developed for organisations that wish to reduce internal support costs and increase their system efficiency.

It is ideal for users of J.D. Edwards OneWorld and WorldSoftware enterprise systems, whether they have gone live or are about to, as it supports every component of pre and post implementation phases, including ongoing day-to-day issue resolution.

Constant advancements to hardware and software represent a permanent challenge to businesses today, particularly so in the area of supporting and maintaining enterprise based software.

Alpha Fusion offers a pro-active remote consultancy service, 'Managed Services'.

The Problem

An organisation's internal IT department can quickly find itself overwhelmed with the introduction of an enterprise system such as J.D. Edwards ERP software. The normal option is to depend upon highly qualified, external consultants from specialised J.D. Edwards consultancies or business partners. This is an expensive option and may be effective for one off projects but what about the day-to-day system administration and support?

The Idea

Alpha Fusion is a specialised consultancy practice that creates innovative solutions to business support problems. We specialise in providing experienced consultants who remotely manage J.D. Edwards ERP software. The remote management centre allows us to provide application and technical administration support governed by Service Level Agreements (SLA).

The Solution

The Managed Services methodology was established in January 2001 and has been tried and tested with a large variety of clients covering many industry sectors. The Managed

Services offering is scalable to your business demands and becomes a manageable fixed cost with no surprises.

The Offer

The costs are based on a monthly support contract which provides for a number of support requests that can be allocated to the Managed Services centre. Each support request can be of an application or technical bias and will be resolved against the SLA. Also provided is a degree of support administration and maintenance which is included in all of the support packages.



Which Service Level?

If you have a support structure in place already then you may need occasional assistance, we would suggest one of our lower tier packages.

For organisations that have little or no support, choosing one of our higher tiers will provide you with business reassurance.

For more information contact:

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