

# **Surtel Technologies**

- White Paper -

## Managed Support Solutions



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## Overview

Over the years, Surtel has had the opportunities to provide services to our customers across various industry segments. Business models have become very complex as companies have put in place robust ERP systems that help them meet the day to day business challenges.

This presses the need for our clients to rely on an efficient service provider who can extend their expertise in helping them to manage the day to day support functions by introducing elements to reduce the overall cost of ownership of an organizations ERP system. With proven methodologies and implementing best in class industry standards Surtel has helped various clients with a cost effective solution to manage support, enabling clients to focus on their core business activities along with providing substantial corporate savings.

## Opportunity

In this fast paced environment where organizations face day to day challenges to manage their core business functions, it has almost become a mandate to partner with an outside service provider to execute the support functions of information technology. Our model will provide organizational benefits to our client.

Starting with reaping cost savings for labor and training and following with seeking benefits of releasing corporate resources to focus on its core competencies, outsourcing an organization's support functions is not simple. It is important for organizations to partner with a firm which is able to manage the related strategic, quantitative and qualitative risk factors efficiently. This write up discusses some elements which organizations can yield by outsourcing support functions with a firm which has all the necessary experiences and expertise to provide an effective and efficient support solution.

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## Conclusion

Our goal is to provide in site on how to provide managed support to protect organizations IT investment and help optimize consistent corporate cost savings, by not compromising on the quality of deliverables, risk and interruption to their day to day business function.

Surtel's Support Model:

- Protect your IT investment and release you to focus on core business functions.
- Provide integrated management of your ERP system throughout its life cycle.
- Execute industry –leading standards and expertise in the ERP arena to provide efficient solutions to your needs.
- Provide high level of quality/risk management processes for the entire ERP software and all other technologies.
- Support mission critical operations.
- Reduce overall cost of operations.
- Efficient change management and quality testing including system optimization.
- Reduce downtime through standardization of integration testing and monitoring of business processes.
- Reduce costs through use of standardized tools, methodologies across heterogeneous landscapes and appropriate service-level agreements that minimize time to issue resolution.
- Reduce overall cost for maintenance resulting in reduced total cost of ownership.

## Summary

The benefits of implementing the right support model for your organization includes accurate budgeting for your core information technology projects, cost and risk reduction, and increased resource utilization. This model can provide support to user demands quickly while reducing the cost of services, while your information technology organization can focus on reacting to the core business needs. Surtel's support model is based on proven best practices to ensure maximum return on your organizations support needs.

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