



MANAGED IT SERVICES

S Y S P R O A S A S E R V I C E



A managed IT service for SYSPRO users from DIGIMIS

You'll never again have to worry about unplanned IT expenditure or staffing costs; hardware maintenance; software updates; back-ups or disaster recovery.

Hosting and managing the delivery of your SYSPRO system

In partnership with your SYSPRO distributor, DigiMIS is providing a managed IT service, which allows you to improve the efficiency and performance of your SYSPRO system, and reduce your IT costs.

If you are implementing a new SYSPRO system or planning to upgrade your existing one, it might be an ideal time to review your IT infrastructure too. Introducing new business-critical software like SYSPRO or making any upgrade (more users, sites or modules) will inevitably bring with it new and increased demands on your IT infrastructure and IT staff – not to mention greater responsibility for the management team; especially if internal IT resources are limited.

Now, there's a way for SYSPRO users to reduce their costs and mitigate their 'IT risk'. Wherever you are in the world, DigiMIS can host and manage the delivery of your SYSPRO system for you. For a fixed monthly fee we will provide 24/7 support, to guaranteed levels of performance and availability. You'll never again have to worry about unplanned IT expenditure or staffing costs; hardware maintenance; software updates; back-ups or disaster recovery. It's all included in a single service contract. So not only will you save money, you'll have complete peace-of-mind too.

All of which means you are free to concentrate on running your business, rather than the business of running your IT.



Working with DigiMIS means you have your own service level agreement (SLA), guaranteeing the levels of system performance and availability you demand from your SYSPRO system.

IN GOOD COMPANY

For support of the SYSPRO application itself, you will continue to deal with your SYSPRO distributor. We will handle everything else. DigiMIS has worked with SYSPRO software for more than a decade. Our team has long-term, real world experience as end-users as well as service providers. We know how SYSPRO implementations, upgrades and bespoke projects work and we have enjoyed a close working relationship with the support and development teams of SYSPRO and its distributors over many years, so we know how to help you get the best from SYSPRO and who to call when you're not. We are already delivering SYSPRO as a service for companies, large and small, including multiple installations, sites and languages. We support more than 1,500 SYSPRO users in the US, UK and mainland Europe.

GUARANTEED SERVICE LEVELS

Working with DigiMIS means you have your own service level agreement (SLA), guaranteeing the levels of system performance and availability you demand from your SYSPRO system all complying with our ISO 27001 Information Security Management System. You will get 24/7 proactive support for your system 365 days a year, so if there is ever a problem, we'll be working on it even before you know you've got one. All services are mirrored across two independent data centres, guaranteeing power, communications, environmental control and security – everything you need to ensure your business-critical applications are available when you need them. Imagine the devastation a major IT crash would bring to your existing business. With our service there's complete resilience from our data centre to your site – it's the ultimate in business continuity.

SAVING TIME

Whether it's a new SYSPRO solution or an upgrade to your existing one, DigiMIS can significantly reduce the time it takes to get it up and running because your IT infrastructure will be designed to perfectly match the requirements of your new system. The flexibility of your DigiMIS service allows you to easily scale up or down as your business changes helping smooth the change process for you.



As a DigiMIS customer, you will benefit from the expertise and experience we've gained through many years of implementing and hosting SYSPRO systems all around the world.

SAVING MONEY

Your DigiMIS contract means you will no longer have any SYSPRO-related IT capital expenditure, depreciation or set-up costs – and you'll never need to employ specialist IT skills again because they're always on tap. You simply pay a fixed monthly fee for the life of your hosting and management contract. So you know what your annual IT budget is, you can manage cash flow better, protect against inflationary price increases and avoid any nasty surprises.

GETTING THE MOST FROM YOUR IT DEPARTMENT

As a DigiMIS customer, you will benefit from the expertise and experience we've gained through many years of implementing and hosting SYSPRO systems all around the world. We'll show you new things your IT can do for you, so you will be able to demand more and get more, from your SYSPRO system. What's more, you get a better return on investment from your key IT personnel because they will be freed up to concentrate on strategic projects that make a positive impact to your bottom line.

BEYOND SYSPRO

Not only can we host your SYSPRO system, we can do the same for all your other business systems, software applications and internet connectivity, including Microsoft Office and any third-party applications linked to your SYSPRO system. In fact we can become your virtual IT department.



SYSPRO AS A SERVICE – THE BENEFITS

- **Experience** – Immediate access to real-world SYSPRO experience.
- **Fixed cost** – fixed period cost allows easy budgeting and cash flow planning while protecting against inflationary price increases.
- **No setup fees** – no large initial costs for software, infrastructure and IT staff.
- **Flexibility** – a solution that matches your needs, now and in the future. You can add and remove users whenever you need to.
- **Performance** – services are delivered from a proven SYSPRO environment using high performance, clustered servers, typically using Citrix technology, to ensure high performance and service levels.
- **Security** – services are delivered from secure, co-location facilities offering full physical security, power and environmental protection.
- **Scalability** – additional sites, users and services can be added quickly, avoiding the need for expensive investment in IT hardware, software, infrastructure and staff.
- **Accountability** – all services are delivered 24/7/365 to your own formal service level agreement (SLA).
- **Global delivery** – DigiMIS is delivering SYSPRO as a service globally right now.
- **The latest technology** – managed IT services allow you to use the latest technologies and working practices in a proven environment with no setup costs.
- **Staffing** – you will have access to a team of experienced IT staff with a much broader skills pool than would be available in a typical IT department.
- **Business continuity** – the DigiMIS environment has been designed from the outset to ensure service availability to keep your business operational in the event of a disaster.



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