Simplify Lawson

Let's face it. Your current Lawson service provider profits when your systems are down - even though you are paying them to fix issues. We operate with a different set of values. Our clients enjoy a fixed monthly fee that never fluctuates regardless of how many service calls or issues. We only benefit when our customers avoid disasters.

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MANAGED SERVICES

- Lower Operational Cost
- Improve Productivity
- Reduce Risk
- Retain Control

A large hospital realized a 40 percent reduction in failed back-end jobs and a 50 percent reduction in support incidents two months after Nogalis re-engineered the company's maintenance and streamlined security processes. Because we are both management and technology consultants, we do not only keep your applications up and running, we also help you get the maximum benefit from them.

GET MEASURABLE, SUSTAINABLE RESULTS

MSP SERVICE BENEFITS

- 24/7/365 Service Desk
- Comprehensive Security
- Remote Server and Application Monitoring
- Proactive Maintenance
- Reduced Downtime
- Substantial Cost Savings
- Live Statistical Reporting

NO LONGER WORRY ABOUT

- Performing Routine Maintenance
- Poor System Performance and Downtimes
- Data, Application, and User Security
- Applying Patches and Updates
- Training Your Staff
- Hiring New Lawson Staff

Maintain and support critical business applications with managed services.

**Clients** IN **20+** **COUNTRIES**

Nogalis Inc

infor Alliance Partner

WHAT WE DO:

Nogalis provides business technology solutions and managed services that connect insight, innovation, and expertise in Infor technologies to help customers realize results. Our solutions have helped hundreds of Organizations in all industries improve business agility, employee productivity and customer loyalty. Additional information can be found at www.nogalis.com.
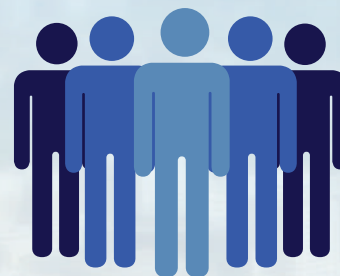
OVER 20
Managed SERVICES
PROFESSIONALS

Enabling you to focus on what you do best.

1 YEAR

33%
REDUCTION
in
operational
costs
in the
FIRST YEAR

Return On Investment

	Self Managed	T&M Model	Nogalis MSP
IT Staff Salary	$85,000	$0	$0
IT Staff Benefits	$20,000	$0	$0
IT Management Systems	$0	$0	$0
Staff Training	$7,500	$0	$0
Managed Services	$0	$130,000	$75,000
Loss of Productivity	$40,000	$30,000	$0
TOTAL	$152,000	$160,000	$75,000

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WHY MANAGED SERVICES?

Managing your Lawson environment is not easy. Whether your organization is a hospital, a retail chain, or a bank, your core competencies likely do not include managing a large scale Enterprise Resource Planning application.

Your IT resources are spread thin and only attend to Lawson when something is broken and has become an emergency. Often times there are so many back logged tickets that your staff cannot even get to do proactive maintenance. The bigger issue that is often overlooked is inadequate training.

Your IT staff cannot be expected to be an expert in all areas of Lawson but is often held accountable for it. There has to be a better way and that is why we created our managed services offering.

HOW we manage Your LAWSON ENVIRONMENT:

Our goal with our managed services team is to provide your organization with a full-time Lawson IT staff that not only provides you with a first line of support, but pro-actively maintains your Lawson application so you can avert disasters. Our offering is designed to do all that and still provide you with up to a 30% cost savings over having your own in-house staff.

That is when you consider:
• Cost of full-time employees + Benefits
• Cost of training
• The hidden cost of deferred maintenance and occasional disasters
• Outside consulting costs
• Risk of attrition

We manage your Lawson application as your own in-house team of Lawson resources. Whether you choose to continue hosting your Lawson application in-house or move it to the cloud, our experienced staff is here for you at a fixed monthly cost without the risk of over running your budget.

WHAT We DO:

The term "Managed Services" can be very general. The following are some of the specifics of how we provide managed services to our clients:

DAILY | Goal: Complete User Satisfaction

Actions | Issue Resolution and Break-fix
Overall application and environment support
Bug fixes
Custom modification management and support
Enhancements
Issue research
Remote monitoring of services
Remote monitoring of performance

Reporting | Critical issues
New change control items
Remote monitoring report in case of abnormal behavior

WEEKLY | Goal: Manager Level Expectations

Actions | Attend Change Control meetings when Lawson changes exist
Security audit
New patch reviews
New patch application to test when approved
Update BSI
Additional weekly data updates

Reporting | New users added
Users changed
Security changes
Number of incidents opened
Number of incidents resolved
Breakdown of incidents
Look ahead to following week
Complete remote monitoring report
New patch recommendations

MONTHLY | Goal: Director Level Expectations

Actions | HealthCheck Lite ™

Reporting | Number of incidents opened
Number of incidents resolved
Breakdown of incidents
Look ahead to following month
Recommendations based on HealthCheck Lite ™

QUARTERLY | Goal: Planning and Future Visibility, CIO Level Expectations

Actions | HealthCheck Lite ™ Full
In person quarterly planning
Complete quarterly Roadmap
Update annual roadmap

Reporting | HealthCheck Lite ™ recommendations
Quarterly Roadmap