

Fundamental to our success is our understanding that delivering the right solution requires an intimate knowledge of the industries we serve.

We have used our considerable specialist experience of the Essential Industries to develop a toolkit of competencies, methodology, and world-class applications and solutions. Our offerings reflect our innate strengths in people, know-how and our ability to deliver.

Our core capabilities focus on driving real performance increases through the delivery of faster, more flexible access to asset, customer and eGovernment information. They include consultancy and innovative solutions that deal with:

- Enterprise Asset Management
- Information Management
- Mobile Working
- Supply Chain Management

Why not visit our website to see how we deliver these solutions? – www.amt-sybex.com

You've gone live... So now what?

Time and time again, the key message emerging from our customer base is "Usability". Our solutions are a major investment for any organisation, but all too often our customers are not getting the most out of them in terms of functionality and performance.

Usually, once any system has gone live, the investment diminishes. The full benefits of the software may subsequently not be realised and technology may not be used to best effect. As a result, management information could suffer.

The three primary reasons for this are:

- Lack of Training and ongoing employee performance support.
- Resource and Skill shortages
- Lack of Investment

Cognisant of these challenges we have put together a suite of service programmes designed to ensure that you derive maximum benefit from your business.

Our Service Programmes...

Business Process Reviews

- Technical, Functional and Process & Control

Technical Support & Administration

- Database Management
- Operating System Management
- Technical Application Management
- System Performance
- Automated Processing
- Housekeeping Routines

Application Support

- Functional Optimisation
- Application System Management
- Software Upgrades & Version Control
- Report Management

Service Transformation

- Training – Classroom & Customised
- Change Management
- Communications
- Knowledge Engineering
- Employee Performance Support
- Authoring & Publishing

Information Management

- Data Quality Audits, Strategy & Architecture
- Data Extraction, Cleansing and Transformation
- Data Management
- Data Profiling, Scorecarding (KPIs) & 'Dashboarding'

A pamphlet introducing this issue will be hitting your desks soon. If you recognise any of the symptoms outlined in the pamphlet within your organisation then you should react. A small investment now could realise you significant returns in the future. Please look out for it and call your Account Manager or Lester Bayford to discuss.

A Managed Service Proposition Could Save You Money

It could be cost effective to include these Service Programmes as a Managed Service whereby the cost is fixed and spread over a contracted period of time working to specified service levels.

Our Managed Service solutions will help you achieve business objectives through a partnership which includes:

- A tried and tested implementation methodology
- Flexibility to facilitate business change
- Partnership with an experienced and knowledgeable organisation
- Tailored solutions to our customers and their market's needs
- Solution options to manage risk and cost. technical and functional advancement
- Future proofing to ensure technical and functional advancement
- Remote support to reduce the need for on-site support

We look to work in partnership with our clients and view Managed Services as a way to achieve business objectives without compromising our customer's core business resources or focus.

AMT-SYBEX Managed Service Options

Base Service

Support of applications software and associated configuration

Selected Managed Service
Provision of solutions from a hosted or in-house data centre. The customer manages infrastructures and 1st Line Support

Fully Managed Service

Full end-to-end service; including provision of hardware, software, technical and application services within a secure hosted environment.

We have proven pedigree in meeting our Customers' Managed Service demands through the application of a tried and tested process:

DUE DILIGENCE

A detailed assessment is carried out to validate our proposed Managed Service approach. Assumptions and Service metrics are confirmed.

TRANSITION

Existing and new processes are transferred to operate and be governed by AMT-SYBEX under the agreed Managed Service scope.

SERVICE DELIVERY

The ongoing service commences, now managed by AMT-SYBEX. Includes commitment to further improvements.

For further information, please email Lester Bayford at lester.bayford@amt-sybex.com