PCGAssure™

INFOR SUPPORT OPTIONS

PCGSERVICES.COM

PCG

SUSTAINABILITY. NOW.

infor Alliance Partner

BUSINESS AND INFOR PLATFORM AVAILABILITY.

PCG Assure™ support services secures long-term success, value and benefit from digital and business transformation on your Infor or Baan platforms.

THE SUPPORT CHALLENGE.

Digital and business transformation is complex and expensive, requiring substantial investments in time, resource, and dollars.
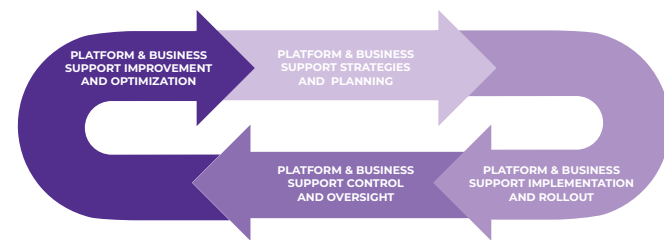
Advanced and modern ERP, MES, business intelligence, analytics, and edge applications are also technically and functionally complex. Always needing updates, integration enhancement, performance optimization, security improvements, and user productivity enhancement.

Keeping a complex enterprise application environment at its best can be a daunting challenge.

PCG = INFOR AVAILABILITY.

PCG ensures Infor technology platform investments pay off for years to come. PCG maximizes your Infor technology value and performance every single day by:

- Empowering customers and users
- Optimizint technology platforms
- Protecting information and processes
- Quickly and expertly resolving problems
- Fast, accurate change management
- Always aligning technology to the business

PLATFORM & BUSINESS SUPPORT IMPROVEMENT AND OPTIMIZATION

PLATFORM & BUSINESS SUPPORT STRATEGIES AND PLANNING

PLATFORM & BUSINESS SUPPORT CONTROL AND OVERSIGHT

PLATFORM & BUSINESS SUPPORT IMPLEMENTATION AND ROLLOUT

PCG ASSURE™ SUPPORT.

Get proactive and preventative support right from the start. Accelerate implementations, optimize IT operations, speed up business process innovation and keep organizations and people productive.

PCGAssure™

TRUSTED · CLIENT FOCUSED · COMPREHENSIVE · SECURE · GLOBAL · FLEXIBLE

PCG Assure™ Support services brings a full, robust and proven suite of services, with no surprises, in four easy to evaluate options:

- Standard: Baseline Support
- Connected: Increased Support
- Extended: Comprehensive Support
- Custom: Right-sized to Your Need

Trust PCG to bring operational excellence, focus and a single-point of accountability to business and technology performance.

> PCG Assure™ is the industry's only support blueprint, services offering and proven outcome that delivers continued business sustainability and digital transformation platform value.

KEEPING YOU OPEN FOR BUSINESS AND MOVING FORWARD.

ASSURE™ INFOR ADVANTAGE.

- **Security and Sustainability:** maintaining the security and sustainability of your Infor investments.
- **Reduced Operating Costs:** getting more out of your Infor investments, minimizing unplanned disruption.
- **Optimized Operations:** fast technology integration, easy patch/upgrades, and higher user performance.
- **Continuous Improvement:** processes, operational reliability, user productivity, customer experiences.
- **More Responsiveness:** more flexibility and adaptability to change without common disruption.
- **Better Focus:** allocate critical resources to customer-centric activities that contribute to the business.

BROAD SUPPORT FEATURES.

Maximize productivity, performance, utility, and benefit from your Infor business technology with:

- Multiple managed services models to choose from
- Best-in-class Infor user, functional, and technical support
- Enhanced development capabilities
- End-to-end performance monitoring and optimization
- Comprehensive application integration and testing
- End-user training and development
- Data migration, cleansing, and archiving

PCGAssure™ A PLAN FOR EVERY INFOR SUPPORT NEED.

Standard Support	Connected Support	Extended Support
• Total Support Hours: 80 • 8 hr. Work-Day • Assigned Delivery Manager • Monthly Support Review • Customer-driven Prioritization • Release Notes & CustomerEducation • Upgrade Business ImpactAnalysis • Patch Install/Management • Job Management	Standard Support, Plus: • Additional Support Hours: 100 • Weekly Support Review • Live Meetings - Issue Resolution • Non-business Hour Coverage • Train or do POC on New Functionality • User Management • Database Management • Foundational Analytics • RICEFW Support (excluding interfaces)	Connected Support, Plus: • Additional Support Hours: 160 • 24/7 Support – L1+Critical • New Release Impact Testing • Enterprise Analytics • RICEFW Support (including interfaces)

> Support includes LN Functional, Technical (Extensibility, Infor OS), System Administration, and BI/Analytics

WANT TO KNOW MORE? CLICK HERE FOR A COMPLETE MATRIX

800-265-1230 | INFO@PCGSERVICES.COM
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