



# SUPPORT FOR IFS AND YOUR INFRASTRUCTURE





Support can be a very time-consuming process and detract from the core business improvements that our customers' IT teams are trying to deliver. Cedar Bay can help reduce this.

Organisations change and grow at an ever-increasing rate and the supporting systems across your business need to be agile and flexible to ensure you're not constrained by them. Having implemented IFS, there are always new opportunities for our customers to make changes to improve their use of the solution. IT teams are most valuable in delivering those benefits to your business and the management of support issues can detract from their focus on doing this.

Cedar Bay has created an IFS Support Service with the aim of supporting our customers entire IT infrastructure and providing timely responses to issues facing their business. The support facility is constructed so that our customers can configure the offering to their needs by selecting the elements such as; IFS functional support, technical support, Oracle support, server support, infrastructure support and desktop support.

As an integral part of the support process, we have regular account management meetings with the customer so that if there are consistent issues or areas where we don't feel the appropriate processes are being followed, we will proactively come back with solutions and suggestions to optimise the use of IFS. Beyond the on-going tactical work, our long-held experience and expertise will help you with effective strategic planning, creating roadmaps that focus on the delivery of solutions that meet your business objectives. This can cover all aspects of your infrastructure and solutions.

We are very excited about what we can offer to support your IT solutions. We are delighted that current customers working with us on this service have been extremely positive about the results.

**We look forward to working with you!**

Roger Teagle



Managing Director



# IFS MANAGED SERVICES

## IFS SUPPORT

The IFS Support Service that Cedar Bay offers consists of a wealth of IFS Applications™ and infrastructure knowledge underpinned by consultancy and development, ensuring resolution of all problems that our customers may come across. The objective is to provide a package of services for our customers that provides better levels of service to their end users at reduced costs. This runs in parallel to our consultancy services which is used to build improvement strategies around your use of IFS. The service can be configured to meet the specific needs of your business by using various elements listed below.

<b>USERS &amp; SUPERUSERS</b>  	<b>TRIAGE SUPPORT DESK</b> Cedar Bay provides support triage across all or parts of your IFS environment to reduce the burden on your IT teams.  Calls are logged via our online portal for rapid resolution.	<b>IFS APPLICATION SUPPORT</b> We diagnose functional issues and provide solutions via training and patches.	<b>IFS SUPPORT</b> Where required we manage the support call with IFS. New releases are deployed in line with the agreed maintenance periods.
		<b>IFS TECHNICAL SUPPORT</b> We provide solutions to technical issues with items such as reporting, extensibility, batch events.	
		<b>ORACLE SUPPORT</b> Diagnosis, performance improvement, and monitoring of the Oracle database.	<b>ORACLE SUPPORT</b>
		<b>INFRASTRUCTURE SUPPORT</b> Fully managed support and back up of your IFS Infrastructure to meet your required service levels.	<b>CLOUD/ON PREMISE</b>
		<b>PROACTIVE IT SUPPORT</b> We can provide full outsourcing of IT support to the Desktop.	<b>CLOUD/ON PREMISE</b>

## IFS INFRASTRUCTURE PROJECT DELIVERY

Cedar Bay has experience in the delivery of many different IFS projects across various industries. In collaboration with the customer, Cedar Bay can scope, project manage and deliver the full IFS infrastructure and IFS Applications configuration to help determine the best suited infrastructure; which can be either cloud based, on premise hardware or a hybrid of both.

Alongside the IFS infrastructure we can work with customers to streamline and improve their supporting IT systems to identify opportunities for improvement and cost reduction all the way from their networks to desktop deployments. We have a wealth of experience in deploying Cloud services which can reduce the cost and management overheads of many supporting systems. We have specialist knowledge in Cyber Security and business continuity to ensure that we manage the risk through the IT environment.

“ Cedar Bay have provided us with a “one-stop shop” to move our IT & IFS requirements from a centralised to de-centralised IT structure post acquisition. They combine IT expertise with personality, providing solutions & service to a growing business where understanding customer requirements & pressures is crucial ”

Debbie Burrows, Financial Director at CeramTec



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