

Agresso Managed Service

A complete technical service for Agresso Business World

Agresso Managed Service (AMS) has an established track record with excellent references confirming outstanding service levels and tangible business benefits.

Centre of excellence

The Agresso Managed Service Team provides its customers with a highly skilled 'centre of excellence' allowing users to take advantage of the best practice policies that have been developed and employed in the best Managed Service environments.

All of our Managed Service customers benefit from this shared knowledge and practical experience.

Optimum availability & performance

We accept responsibility for the operation and administration of all the Agresso Business World server environments, delivering the following vital technical services:

- Deployment and management of all Agresso Business World servers.
- Ensuring the technical integrity of the Agresso Business World environment.
- Establishing and managing on-going database backup and restoration requirements.
- Regular management of database performance and tuning.
- Application of Operating System and RDBMS software patching.
- Proactive system monitoring, diagnostics and repair.
- A single point of contact for all your Agresso software support requirements.

Agresso Managed Service – a service you can depend on

Agresso Managed Service will enable customers to enhance their operational use of the Agresso Business World environment by providing:

- experienced IT professionals delivering best practice service
- customer testimonials confirming tangible benefits
- an established service covering all aspects of the Agresso Business World deployment
- an opportunity to deploy internal IT resources on other corporate support duties.

The Agresso Managed Service is continually being enhanced and improved by innovative ideas and technical advances. Just as a business needs to remain agile in order to meet the increasing demands of businesses living in change, the adoption of proven new technologies must also be exploited.

The current Agresso Managed Service is delivered using highly resilient Virtual Server technologies, high performance Relational Database Management Systems, as well as secure automated remote data backup and restoration services.

Delivering a quality service

Agresso Managed Service customers are cared for by a team of highly skilled professionals who, as well as being technology specialists, have many years of experience of supporting Agresso Business World. An Integral part of the Agresso Managed Service is the proactive monitoring and management of the Agresso Business World server infrastructure.

Agresso Managed Service customers receive comprehensive Technical and Application support, 'under the same roof'. The Agresso Managed Service provides a 'single point of contact' for all Agresso Business World related support, ensuring excellent communication channels and a clear Service Level Agreement.

The Agresso Managed Service includes regular telephone reviews as well as on site visits, to ensure that we continue to provide a quality service to all our customers.

*A detailed service description of the Agresso Managed Service can be obtained from us.

Contact Us

For more information on our Managed Service please contact us on:

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About UNIT4

UNIT4 is a global business software company that creates, delivers and supports adaptable business software and services globally to help dynamic organisations manage their business needs effectively. We aspire to set the global standard for business software that helps dynamic organisations to embrace change simply, quickly and cost effectively. We have a broad portfolio of solutions that address different markets, requirements, technologies and types of organisation.

With offices in 13 European countries, as well as 6 countries across North America, Asia Pacific and Africa and sales activities in several other countries, a revenue of €393.6 million was realized in 2008. UNIT4 is headquartered in Sliedrecht, the Netherlands. The company has around 3,450 employees.

The Group incorporates a number of the world's leading change embracing software brands including Agresso Business World and CODA financial management software.



UNIT4 headquarters

For service-intensive organisations, the Agresso Business World ERP suite is widely acknowledged as the business software solution that delivers the lowest Total Cost of Change. This is achieved thanks to its VITA™ architecture which allows for ongoing, post-implementation changes without the typical external IT costs and services that can cost firms huge sums of money each year.

CODA, our best-of-class financials brand, offers mid- to large sized organisations around the world financial management, analysis and business process management. CODA solutions are differentiated by its LINK™ architecture that provides financial executives a 'no compromise' approach to application change management by allowing business systems to be added or changed and easily integrated into the most dependable enterprise financials solution on the market.

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