

# CODA Managed Service

## Why outsource support for YOUR business applications?

There are many reasons, such as corporate strategy, why organisations choose to outsource either all, or part of their business systems application infrastructure.

However, for most organisations there is a desire to remain in control of their key business systems. So, whilst it may be an attractive proposition to transfer the responsibility of managing and supporting application infrastructure to a third party, this is often an unnecessary risk.

### There is an alternative

The CODA Managed Service team has provided its customers with a comprehensive technical support service for many years. In line with this, the CODA Managed Service allows customers to deploy CODA application software on their own hardware, typically at their head office location, without the need to rely on specialist technical skills necessary to support the underlying server infrastructure\*. This ensures that the customer retains full control over their business information application, both hardware and software.

This approach has proven to be both successful and cost effective for our customers. There are a number of reasons why this approach to supporting CODA applications should be considered. For some customers it is difficult to train and retain skilled technical staff, such as in organisations where there is a high level of staff turnover. For other customers, they may just want to utilise the staff they have on other business critical applications in the corporate enterprise.

Just as a business needs to remain agile in order to meet the increasing demands of dynamic businesses, the adoption of proven new technologies must also be exploited. The current CODA Managed Service is delivered using highly resilient Server technologies, high performance Relational Database Management Systems, as well as a secure automated offsite Internet based backup solution. From a

technical perspective, the CODA Managed Service provides customers with a complete package of hardware, software and services, delivered by us using products from the market leaders in hardware and software; HP, Microsoft, Cisco, McAfee and InTechnology. The CODA Managed Service solution has been specifically designed to be highly resilient, catering for the necessary levels of Business Continuity.

### Delivering a quality service

CODA 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 CODA solutions. An integral part of the service is the proactive monitoring and management of the CODA application server infrastructure. This provides our CODA Managed Service customers with comprehensive Technical and Application support, 'under the same roof'. The CODA 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 complete service description can be obtained from us if required

## Contact Us

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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.

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.



UNIT4 headquarters

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.

[www.unit4software.co.uk](http://www.unit4software.co.uk)

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