

Birlasoft Infor M3 Application Maintenance & Support Services

Achieve Unparalleled Application Performance and Agility While Reducing the Cost of Managing M3 Applications

Birlasoft's Infor M3 Application Maintenance & Support service is a complete, integrated business-driven solution that helps you achieve high level of application performance, availability, agility and control while reducing the costs of managing M3 applications. Our team helps clients to develop a long-term strategy for their application portfolio that helps them yield intended business value from existing applications and infrastructure and reduce the cost of upkeep. Birlasoft has successfully delivered support services to organizations across multiple industries - manufacturing, logistics, automotive, aerospace, chemical, ESM&R and life science etc.

KEY FACTS

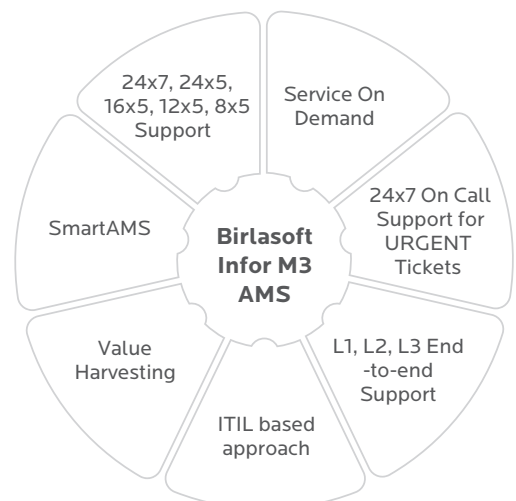
- 15+ Years in M3 Support
- 50+ Customer Engagements
- 3 Million Hours Support and Implementation Services
- 125+ M3 Professionals
- Customers with 10+ Year Engagements

Our ITIL-based service model offers:

- Flexible application support
- Hosting and monitoring
- Real-time AMS dashboards
- Help desk and Service desk
- Functional, Technical, and System admin
- On-demand shared services
- Infrastructure management services
- Critical business process support
- Assessment and optimization services

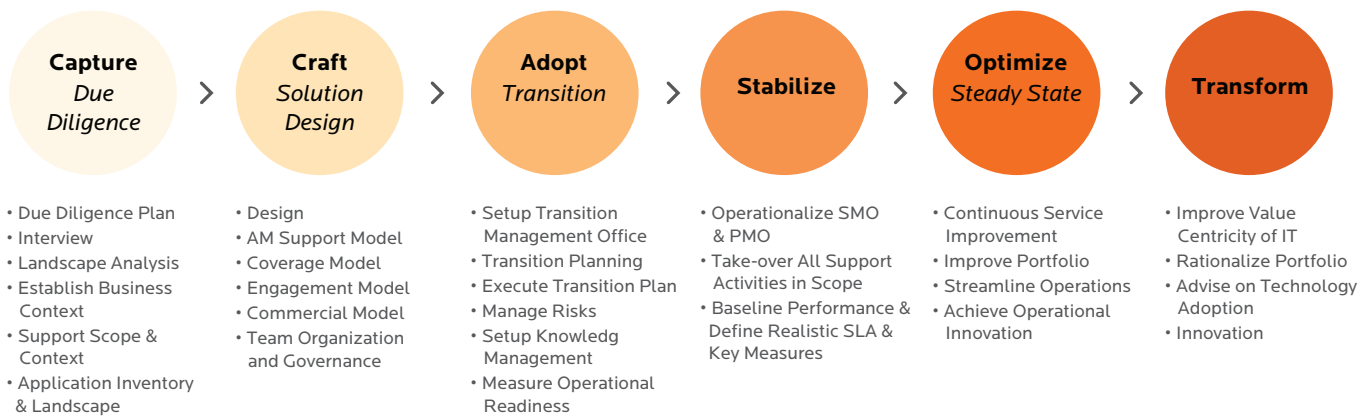
Birlasoft Solution

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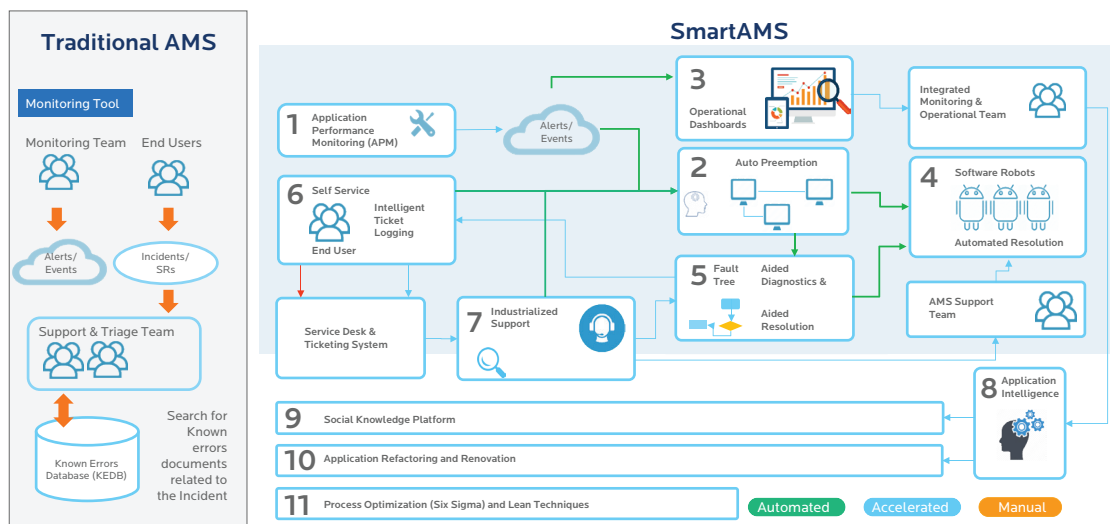
Birlasoft Methodology

Birlasoft employs a robust and tried-and-tested application maintenance methodology to provide an accelerated transition phase and streamlined stabilization approach for maintaining and supporting your Infor M3 systems.



Birlasoft SmartAMS Approach

Birlasoft offers AMS services handled through SmartAMS which is Birlasoft’s proprietary AMS service methodology. Our SmartAMS offering encompasses quality assurance, continual improvement, information intelligence and reduced total cost of ownership (TCO) in the long run.



Service Differentiators

- Tailored smart-shoring, skilled and cost effective hi-touch onsite capabilities and industrialized ODCs for Infor M3
- Business process focus and value harvesting KEDB – Infor M3 knowledge base
- Weekly causal analysis for open and closed tickets with SLA tracking
- Productivity gain through process optimization, automation and improvement
- CMMi, six sigma and lean IT quality focused service delivery and process excellence
- Root cause analysis for repetitive issues, mechanism for root cause issue resolution through problem management
- ITIL-based Infor M3 support process and ticket handling mechanism
- Year-on-year committed saving in cost through comprehensive continuous service improvement strategy

RESOURCES
infor@birlasoft.com | birlasoft.com

Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.