



Birlasoft Infor M3, XA, SyteLine and LN Application Maintenance & Support Services

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

Birlasoft's Infor M3, XA, SyteLine and LN 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 optimizing the costs of managing Infor 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

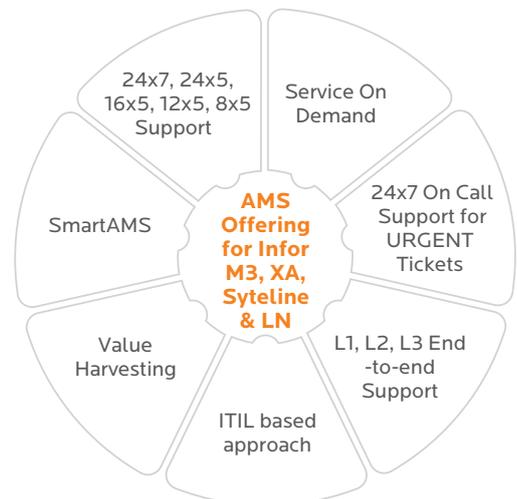
- 16+ Years in Infor Support
- 50+ Customer Engagements
- 10 Million Hours of Support Implementation and Upgrade Services
- 300+ Infor Professionals
- Customers with 10+ Year Engagements

Our ITIL-based service model offers:

- Flexible and Scalable 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

Birlasoft is placed amongst the key solution providers for Infor Products (M3, XA, SyteLine and LN). We offer end-to-end solutions across multiple areas like Service on Demand (SoD), On Call Support 24x7 Multi-Level Support, and Value Harvesting. Our support models are cost-effective and flexible for all application support requirements. Birlasoft seamlessly adapts to your existing ticket management system or can provide its own ticket management system. We provide our customers sophisticated support dashboard for Ticket Trend and Root Cause Analysis, SLA Performance etc. Birlasoft supports multiple versions of Infor products.



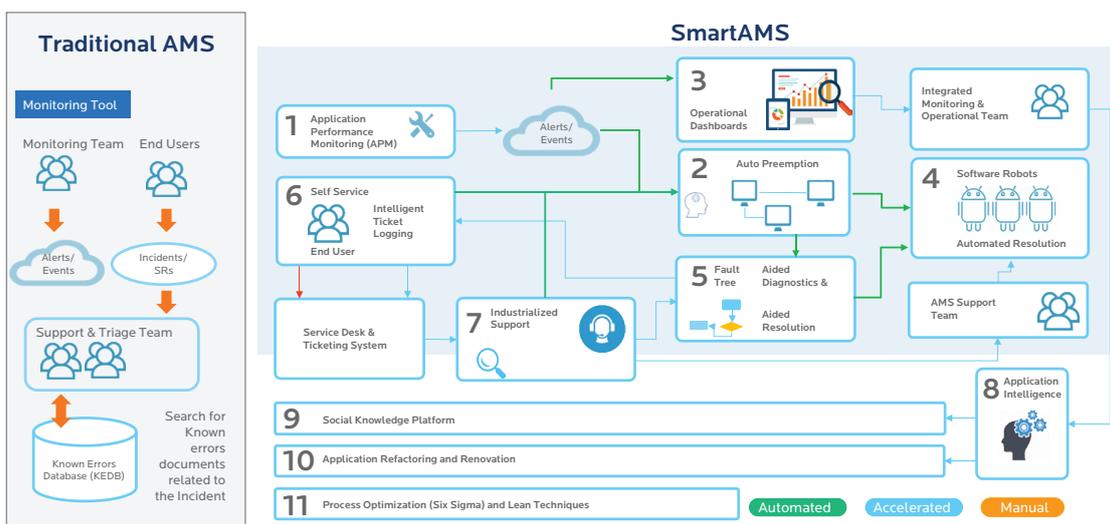
Birlasoft Methodology

Birlasoft uses a robust, tried-and-tested application maintenance methodology to provide an accelerated transition phase and streamlined stabilization approach for maintaining and supporting your Infor M3, XA, SyteLine and LN 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 Applications
- Business process focus and value harvesting KEDB – Infor Applications 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 Applications 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.