

One Solution to Manage Your Infor Investment

Avaap Managed Services sustains the power and value of your investment in Infor software by reducing costs and enabling system support activities to be delivered remotely.

One Partner, One Point of Contact

Leverage the power of a single partner to efficiently manage your Infor software: One call for end-user support, answers, and enhancement; One contact for systems management, monitoring, and maintenance. Avaap is a leading Infor implementation service provider and our experienced Infor practice consultants have on average more than 15 years of experience with Infor software.



Increased Flexibility, Less Management

Avaap Managed Services offers support for multiple platforms, including Unix, Windows, and iSeries.

Whether your datacenter is on premise or located in the cloud, Avaap offers support through an onsite, remote or blended support model that can scale or shrink based on business demands. Wherever your Infor applications reside, Avaap offers support via an engagement model that matches your operational and budgetary needs.

Enhanced Infor Usability: Dashboards and Tools

Avaap is invested in your success and knows Infor better than anyone. This combination drives innovation and optimal value from your technology investment.

Avaap Managed Services customers gain access to Avaap's proprietary portfolio of solutions designed to increase usability of Infor software. Avaap Security Dashboard, Processflow, and Requisition Dashboards provide efficient access to information for improved manageability, security and visibility. Process efficiency tools such as Avaap AttachIt provide a streamlined solution for attaching documents to Lawson forms. Avaap Test Automation increases accuracy and adds speed to system testing.

Avaap Managed Services offers a dedicated service delivery manager, monitoring tools, dashboard solutions, change management, problem management, and industry leading SLA's, including 24x7 support to help you achieve a best-in-class support model based on ITIL standards and efficiently identify and manage service requests, eliminate problems and achieve uninterrupted service.

**VALUE
 THROUGH INFOR
 EXPERTISE**

- // REDUCE TOTAL COST OF OPERATIONS COMPARED TO IN-HOUSE
- // CONSERVE CASH FLOW AND ACHIEVE PREDICTABILITY OF COSTS BY DEFERRING EXPENSES ASSOCIATED WITH MAINTENANCE – INCLUDING UPGRADING TO INFOR10 NOW AND PAYING LATER
- // ALLEVIATE THE ADMINISTRATIVE BURDEN OF MANAGING INCREASINGLY COMPLEX HR, FINANCE AND PROCUREMENT APPLICATIONS, FREEING INTERNAL RESOURCES TO FOCUS ON MORE STRATEGIC INITIATIVES AND DRIVE INNOVATION.
- // INCREASE END-USER EFFICIENCY WITH INFOR-CERTIFIED SERVICE DESK SUPPORT. AVAAP IS AVAILABLE TO ANSWER YOUR QUESTIONS AND RESOLVE YOUR PROBLEMS. WE ARE HERE TO RECEIVE, ASSIGN, TRACK, REPORT AND RESOLVE YOUR INCIDENTS AND SERVICE REQUESTS 24/7, 365 DAYS A YEAR.
- // STAY CURRENT WITH INFOR PATCHES, FIXES, REGULATORY AND COMPLIANCE UPDATES AND NEW RELEASES WITH PROACTIVE CHANGE MANAGEMENT.