

TOTAL SOLUTIONS

System 21 Aurora

Operational for over 18 years and exclusively dedicated to Infor's System 21 Aurora ERP.

Total e Solutions' support services are administrated by 3 helpdesk teams across 3 countries and assisted when necessary by our professional services division. Our consultants are product experts with unequalled knowledge of the System 21 Aurora ERP, many of whom were fundamental in the design and evolution of the product. Our helpdesk consultants boast a combined knowledge of over 240 years' experience working on System 21 Aurora, from its inception to its latest version.

Total e Solutions' helpdesk teams work in synergy, offering our clients a single point of contact for all helpdesk requests, via our cloud-based helpdesk system. As well as bilingual speakers, Spanish and Portuguese, our geographic locations offer longer base support hours to our clients.

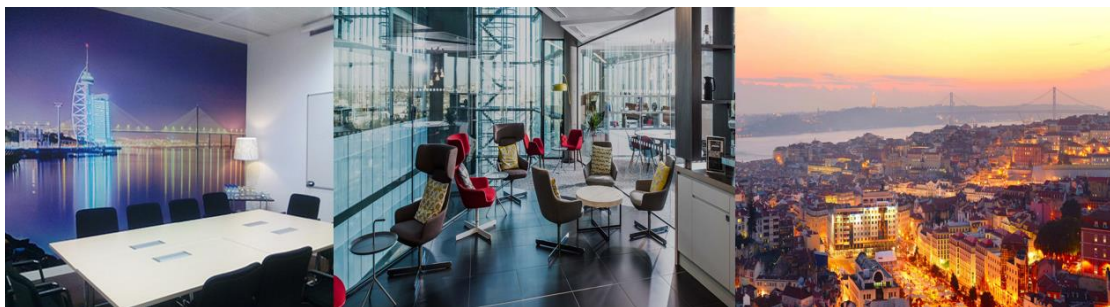
United Kingdom Infor System 21 Aurora Helpdesk: Mirfield, Yorkshire.



Americas Infor System 21 Aurora Helpdesk: New York, USA.



Mainland European Infor System 21 Aurora Helpdesk: Lisbon, Portugal.



Proactive Support

Our reputation for customer service excellence is founded upon our people and long-standing relationships with our clients. However, our helpdesk teams do not simply react to incidents. We have custom built software programs that proactively report and resolve incidents to our helpdesk teams, so we are alerted to and able to resolve incidents, prior to the business or user's identification. Our proactive software monitors can alert the business and our helpdesk system to numerous business process failures, such as, EDI failure inbound or outbound, System 21 Aurora subsystem P1 failures, IBM operating system messages that will impact BAU support, Financial discrepancies within control accounts that will affect month end, System 21 Aurora failed sessions and system problems that will impact business continuity.

Knowledge Sharing

We actively knowledge share with 'key' client users in the identification and resolution of incident logs. Moreover, we demonstrate the source of the incident by helping the user understand where and why the incident emanated from within the System 21 Aurora ERP. We find this principle beneficial to the client and our helpdesk teams as it educates and empowers key users and untimely reduces the number of incident logs. This knowledge sharing is communicated through our in-depth ticket resolution responses, via remote screen shares and product walkthroughs and granting users access to their knowledge base within our helpdesk portal.

Education

We find familiarity breeds opportunity. Our helpdesk teams can be engaged to analyse your System 21 Aurora ERP configuration and business processes which enables them to educate the user in best practices, to prevent potential pitfalls and avoidable incident logs. Our helpdesk consultants can also be engaged to educate users to improve in business processes, productivity and efficiencies.

Ownership & Dedication

It goes without saying a helpdesk team is tasked to record and resolve incidents. Our helpdesk teams differentiate themselves through their dedication and ownership of incident management. We do not 'clock off' on any incident that causes operational issues to the business. We are proud of this reputation for ownership and dedication. But do not take our word. Speak to our clients.

Communication

We believe communication is key in any support service. To this end each enhanced support client is designated an account manager. Our account manager will distribute incident records and their resolutions. All enhanced support clients can review call metrics, KPI's and performance metrics with their dedicated account manager on a monthly basis.