



KPIT Infor M3 Application Maintenance & Support Services

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

KPIT'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. KPIT has successfully delivered support services to organizations across multiple industries - manufacturing, logistics, automotive, aerospace, chemical, ESM&R and life science etc.

KEY FACTS

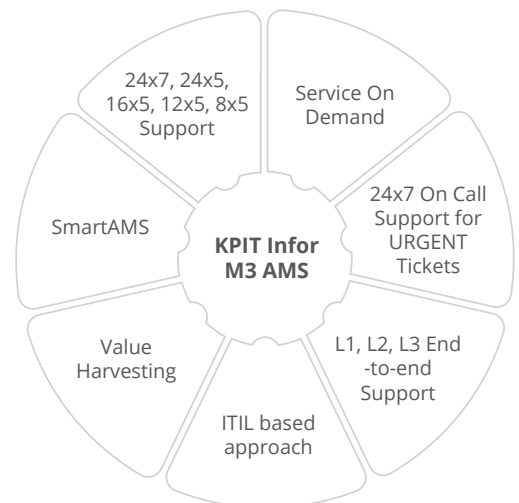
- 15+ Years in M3 Support
- 50+ Customer Engagements
- 3 Million Hours Support and Implementation Services
- 125+ M3 Professionals
- Customers with 10+ Year Engagements

Our ITIL-based service model offers:

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

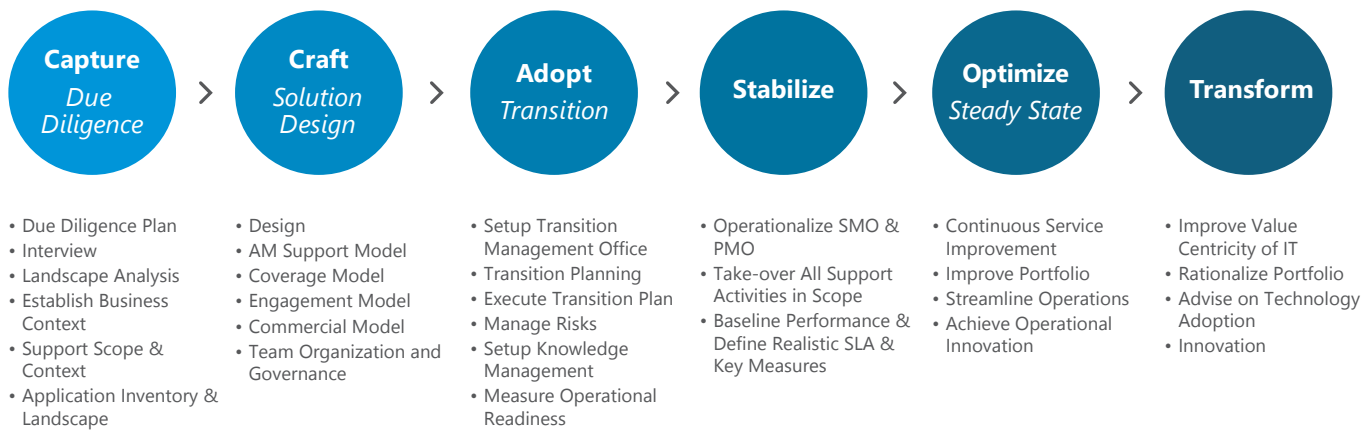
KPIT Solution

KPIT is placed amongst the key solution providers for Infor M3. We offer end-to-end solutions across multiple areas like service on demand, on call support round the clock, multi-level support, and value harvesting. Our M3 support models are cost-effective and flexible for all application support requirements. KPIT seamlessly adapts to your existing ticket management system and can provide its own ticket management system as well. We provide the customers a sophisticated M3 support dashboard for ticket trend, service level agreement (SLA) and root cause analysis etc. KPIT supports multiple versions of Infor M3 and some earlier versions of Movex



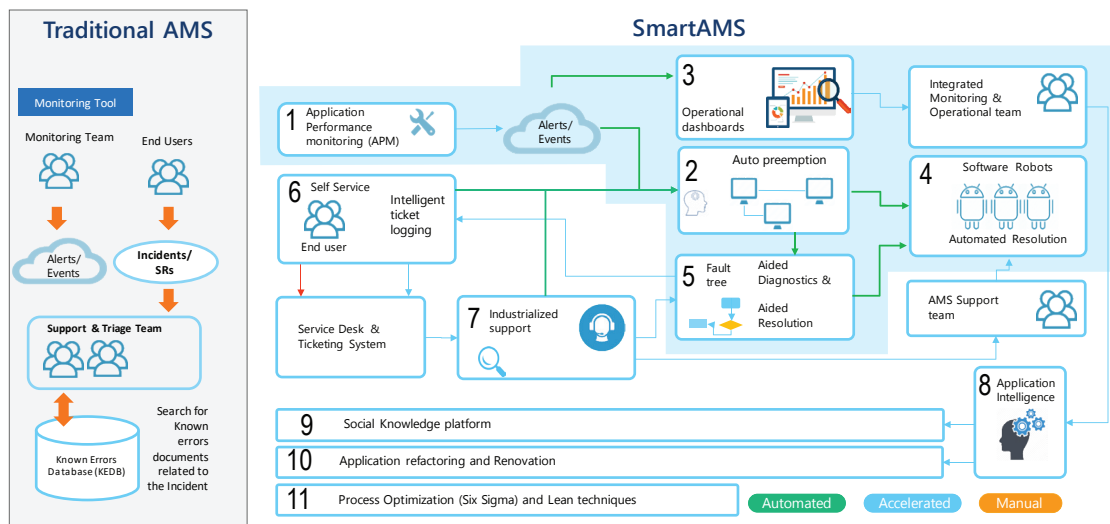
KPIT Methodology

KPIT 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.



KPIT's SmartAMS Approach

KPIT offers AMS services handled through SmartAMS which is KPIT'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-sharing, 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

connectwithus@kpit.com | kpit.com/Infor

KPIT is a global technology company providing IT Consulting and Product Engineering solutions and services to Automotive and Transportation, Consumer and Industrial Goods, Energy and Resources, Utilities, High Tech, and Life Sciences companies. We create smart, safe and sustainable technologies and solutions to enable a better world that is more connected, intelligent, cleaner and greener.