



Managed Services

24/7 support of your IFS Applications and
(cloud) IT infrastructure

- Premium Application Support
- Secure & reliable
- Always up-to-date
- Gold Certified IFS partner
- Upgrades & optimizations
- Cloud hosting

Accelerate your digital transformation

Choosing the right IT software solution is critical, whether it is an Enterprise Resource Planning or a Service Management solution. But what is perhaps even more important and often overlooked is having a professional, committed, certified and experienced technology partner.

Eqeep is an experienced partner that is committed to a mutually successful and long-term relationship with each customer, its employees and the users of the software.

There must also be a cultural and business fit between you, the client, and Eqeep. Because it's not just about the technology, it's also about the personal connection, trust and offering support to the people who use the solution in their daily activities and business processes.

Eqeep supports all technical and functional areas of IFS software, ranging from: installation, patching, upgrades, optimizations, monitoring and more.

We also support our clients in the areas of data integration/management, business consultancy and, initially on a no-cure, no pay basis, business process optimization.

In short: we have the tools, the people, the certifications and the experience to support you on a daily or project basis, for example in a migration or re-implementation project. We offer the full spectrum of services and solutions that make your investment in the IFS software continuously profitable.

Erry de Boer
CEO, Eqeep

We empower organizations to stay ahead in their business

Outdated systems, old fashioned approaches and a disconnect between IT and Business are preventing many organizations from reaching their potential. That's why we believe in simplifying complexity in IT systems and business processes and replacing them with modern and user-friendly solutions and systems, helping organizations navigate towards a successful future.

Welcome to Eqeep Managed Services

Eqeep Managed Services provides skilled post-implementation support for the whole IFS ecosystem, which includes ERP, ESM, and EAM. Our flexible approach allows you to select the degree of support you need, whether it is a few business hours, 24x7 platinum support, or something in between. As a Gold Certified IFS partner with a strong European presence, we can help you save costs, eliminate risks, and offer long-term value for all of your IFS solutions.

Knowledge | Expertise | Value | Trust | Result



Eqeeq Managed Services provides quality support and maintenance services to help you get the most out of your IFS business applications.


When your IT department is swamped with requests and struggles to resolve issues in a timely way, it may be time to consider Eqeeq Managed Services. Reduce the workload on your IT personnel and start taking advantage of our Experienced Consultants that are ready to support your personnel.

We distinguish ourselves by maintaining a laser-like focus on our clients and their business needs.

Focus on what you do best

For us, Managed Services is so much more than maintaining and ensuring the proper functioning of your IFS software and environment.

At its core, it is about empowering you to stay ahead in your business and focus on what you do best. That is, meeting the needs of your customers in a way that is seamless, cost-effective, fast, flexible and 100% customer orientated.



“In order to scale up and expand operations, 64 percent of organizations use Managed IT solutions. With Eqeeq Managed Services, you can stop worrying about the details and start focussing on growing your business.”

CompTIA's 2016 Buying Guide for Managed Services

How can you truly differentiate as a business today?

The answer is simple, but hard to achieve: Standing out is about developing the ability to secure customer loyalty and repeat business. The ability to create delighted customers.

Be flexible, be ready for change.

We understand the challenges you face in your industry. With increased market volatility, your business operations and processes should be flexible and resilient enough to adjust. Egeep Managed Services frees you and supports you to focus on your customers, people and assets.



CUSTOMERS

To achieve high customer satisfaction & ensure repeat purchases



PEOPLE

Provide your employees with the right technology and support anytime, any place any device



ASSETS

Enabling you to use your assets to its full extend and maximize uptime

Why you should consider Egeep Managed Services

Get more value from your ERP

Managed IT services from Egeep enables you to focus on your key projects and strategic goals, rather than day-to-day operations. This saves time and money in the long run. In addition, managed services are often less expensive than other traditional services and personnel. With Egeep Managed Services you gain access to over 50 IFS certified professionals with experience in diverse IT areas, such as: Finance, SCM, Procurement, Manufacturing, Asset Management, Maintenance, etc.



Everything you need to scale up

84% of IFS customers surveyed confirmed that they would prefer a **TAILORED** Success engagement experience, sized to meet their ongoing needs across many different topics.

Focus on core objectives

Start thinking about strategic initiatives instead of day-to-day operations

Save time and money

- Reduce operational costs
- Conserve capital budget
- Lower IT operating expenses

Stay secure and up-to-date

Automatic identification, fixes and optimizations of security problems

Get the IFS expertise you need

Gain access to over 50 IFS certified IT Experts as well as proven tools and methods

Proactive support

Monitor and resolve issues related to IFS Cloud, FSM other components

Challenges you may face without proper support

Get more value from your ERP

Digital technologies offer unprecedented opportunities. At the same time, IT management feels more like a necessary evil than a way to move your business forward. With our Managed Services, we remove all the challenges that prevent you from achieving your business goals.

“Reactive IT departments are stuck in a constant state of firefighting, managing issues moment to moment rather than proactively planning for IT issues”

Patrick Lamme | Service Desk Manager

Spiralling costs

Increasing complexity

Escalating demand for continuous service improvement

Lack of flexibility & scalability

Resource drain

Isolated design decisions

Maximize the benefits of your IFS solution

Our Managed Services are designed to support and drive business growth. Throughout the installation of your IFS system, we provide a wide range of services. Regardless of the stage of the process, we are committed to providing you with the greatest possible outcomes and value. From the first consultation, through the deployment, support, and maintenance of your enterprise software, we've got you covered. We set precise, quantifiable, and relevant objectives with our customer that are constantly assessed.



01

General Services

- 24/7 proactive IFS monitoring
- Onboarding
- Risk Management
- Business Value Assessments
- Service Desk
- Infrastructure Advice

02

Functional Application Management

- Key-and end User Training
- Continuous Optimizations
- On-demand Support
- New / Changed Processes
- Customizations
- In-/outsourcing

03

Technical Application Management

- Add-ons
- Technical Optimizations
- Support with Upgrades/Updates
- Support and Maintenance
- Application Monitoring



We focus to become your industry expert

Logistics

Customer expectations are increasing greatly. Both individuals and businesses expect to get goods faster, more flexibly, and – in the case of consumers – at low or no delivery cost. Manufacturing is becoming more and more personalized, which is good for customers but hard work for the supply chain. Add it all up and the sector is under acute and growing pressure to deliver a better service at an ever-lower cost.

Eqeeep can support you with:

- ✓ Supply and demand uncertainty
- ✓ Inventory management
- ✓ Multisite Logistics
- ✓ Service Management
- ✓ Mobile Field Service
- ✓ Security, legal, regulations & environmental

Manufacturing

The only constant in today's industrial manufacturing environment is disruption. Disruption from new tech-based entrants, to the decoupling of the global supply chain. And changing consumer preferences and new distribution models are continuously reshaping the industry. But with disruption comes the opportunity to innovate.

Eqeeep can support you with:

- ✓ Forecasting demand
- ✓ Mixed-mode manufacturing
- ✓ Complex Supply Chains
- ✓ Skilled Resource shortages
- ✓ New business models
- ✓ Advanced production and planning capabilities

Service Industries

It is vital for project and service driven organisations to keep tight control over their costs. To achieve this, they need real-time insight into the progress of a project, its budget consumption and the resources it uses.

Eqeeep can support you with:

- ✓ Work Planning & Scheduling
- ✓ Multi-experience Service Support
- ✓ Connected Equipment Diagnostics
- ✓ Technician Enablement
- ✓ Work Order Reporting

Service Level Agreements that suit your needs

Support Level	Bronze	Silver	Gold	Platinum
Access to support desk (powered by Jira) 24/7	Included	Included	Included	Included
Support window (mon-fri, 08:30-17:00)	Standard	Standard	Standard	Standard
Ticket / incident call evaluation (remote)	4 hour per month	4 hour per month	4 hour per month	4 hour per month
Ticket solving	-	4 hour per month	4 hour per month	4 hour per month
Priority handling of incident and changes	Every 3 month (est. 4 hrs.)	Every 3 month (est. 4 hrs.)	Every 3 month (est. 4 hrs.)	Every 3 month (est. 4 hrs.)
Active application monitoring	Normal	Normal	Medium	High
Service Management				
Evaluation by Service Delivery Manager	Every 3 month (est. 4 hours)	Every 3 month (est. 4 hours)	Every 3 month (est. 4 hours)	Every 3 month (est. 4 hours)
Number of service management hrs. included	0 hours per month	0 hours per month	2 hours per month	4 hours per month
Call escalation to IFS (remote)	0 per month	0 per month	1 per month	2 per month
Release Management				
Release management. IFS deliveries (standard remote). Incl. patches and updates.	-	1 per year**	2 per year**	3 per year**
Release management. Installation of configuration packages (on ACC and PROD environment)	-	1 per month	2 per month	4 per month
Specialized work				
Support window extended	-	Optional	Optional	Optional
Single point of contact	-	Optional	Optional	Optional

5 Reasons for Egeep Managed Services

You need a Support partner who understands your business and can help you to accelerate and achieve your Digital Transformation goals.

01

Industry Knowledge

Our deep industry expertise and proven delivery methodology empower organizations to streamline operations, reduce IT costs and improve reporting capabilities

02

Customer Centric

We have a relentless customer focus. That's why we put people and your business first. We believe in simplifying the complex with modern IT solutions to help you prepare for the future.

03

Innovative and challenging

Our team of Certified IFS consultants will inspire you to think differently, offer creative implementation and support solutions to drive sustainable business growth.

04

Beyond boundaries

We never stop learning and always push boundaries to help our clients to innovate and move ahead in their industry with cutting edge technology.

05

Award winning Gold Certified IFS Partner

In recognition of our dedication and commitment to build lasting relationships with our customers, we have won several awards over the years, including "Services and Customer's Choice Partner of the Year".





Ready to innovate?

Ready to take the first step towards receiving proactive support for your IFS solutions.



Utrecht

Address : Savannahweg 17, 3542 AW

Phone : 0344 767 170

Mail : info@eqeep.com

Website : eqeep.com

Tiel

Address : Kellenseweg 4, 4004 JD

Phone : 0344 767 170

Mail : info@eqeep.com

Website : eqeep.com