

# Managed Services

How can it help you build a competitive edge?



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## Managed Services

The world is becoming smaller and consumers are demanding more value. Companies have to adapt to this challenging new environment quickly and effectively. To survive and prosper in today's environment, companies need to ensure that they have right resources to compete and focus on their core function. Consumers don't expect a car manufacturer to excel in technology, but expect a high quality, reliable car and a good value for their money.

### *Key Benefits of Managed Services*

*Increase support and availability of key IT resources*

*Provide access to enhanced skill base*

*Easy management of resources*

*Flexibly to expand or reduce resources, based on project requirements improves ability to adapt to changing business conditions*

*Enables corporate IT to focus on core business and strategic initiatives*

Car manufacturers need to concentrate not on being the best technology service provider for the car manufacturing and service process, but on the car manufacturing process itself.

Most companies find it difficult and expensive to keep up with new technology, hire and retain highly talented resources and attain the IT

service levels required to generate a competitive advantage. Successful companies often devote their resources to their core business, rather than ongoing IT management.

**Managed Services bridges this gap by providing companies by providing access to leading technologies and management expertise, without the requirement of significant up-front investments in time and resources.** This allows companies to concentrate on their core businesses.

## What are Managed Services?

When a company subscribes to managed services, a service provider manages part or all of their IT needs. Some managed services are on-site, some offshore while others combine on-site and offshore resources to optimally meet customer requirements. For companies, managed services provide highly skilled resources, hard to find or retain technical resources, a team of backup support and service levels that could not be achieved otherwise. Managed Services enable companies to use their core IT staff to concentrate on strategic activities instead of IT support and development activities.

Managed services often include Enterprise level software services in addition to hardware and networking services. The serviced provider's experienced and highly skilled technical experts focus exclusively on the services and support that their customers need to meet their business objectives. Companies have to option to outsource some or all of their IT support requirements and retain control of the rest.

## Would your Business benefit from Managed Services?

Is your business efficiency is constrained by any of the issues in the adjoining table? Managed Services from e-Emphasys can help overcome these obstacles to success.

### Business Case for Managed Services

Compared to managing all of your business' IT requirements internally, transferring all or some of these functions to a Managed Service Provider provides the following benefits:

- Reduces costs, including traditional service fees, hardware and IT operations
- Eases adoption of new business processes
- Increases levels of support and availability, without additional staff
- Makes IT budgets more stable and predictable
- Provides access to the latest technology, with limited risk
- Provides access to an enhanced skill base
- Makes it easier to adapt to changing business conditions
- Enables the IT group to focus on the core business

### *Our Business is Facing Challenges*

- Staffing skilled IT professionals
- Keeping up-to-date with evolving technologies and IT skill sets
- Managing and maintaining current infrastructure, hardware and software
- Securing data, transactions and communications
- Responding quickly to time-to-market demands
- Being flexible and responsive, to maintain a competitive edge
- Reducing IT overhead costs
- Eliminating down-time to meet 7x24 availability demands
- Delivering effective services to branch offices and remote workers

### *Our Business is in Transition*

- We need to upgrade, refurbish, move or relocate existing infrastructure
- The scope or scale of current operations is changing
- A merger, partnership or acquisition requires operational changes
- We need to increase our range and level of service
- Our growth targets require implementation of new technologies
- We are expanding into new markets

### *Our Business wants to Increase Profitability*

- We prefer to dedicate resources to our core competencies and mission critical processes, rather than IT support activities
- We view managed services as a proven strategy to improve efficiency and reduce cost
- We are concerned with our ability to keep ahead of the latest security threats and to comply with privacy or security regulations
- We are experiencing dynamic business growth while undergoing downsizing or a hiring freeze



### Tioga Pipe Supply Co

**Background:** Tioga is a material solutions supplier of industrial pipe, fittings, flanges and related products for Global Power Generation, Nuclear Power Generation, Oil Refining, Gas & Chemical Processing and U.S. Military Shipbuilding. With presence in US and Europe, Tioga provides competitive material solutions to its customers worldwide. Tioga employs 120 people and operates from five locations.

**Challenge:** Tioga uses Enterprise-level software to manage their business. In 1998, Tioga implemented Baan IV with the Dimensions extension (an Infor product) to manage their unique requirements. Managing this software required unique skills, which were not available in-house. Tioga also required a better way to service its customers faster and more efficiently. Slow internal IT turnaround times prevented Tioga from keeping up with new technology, which resulted in frustration across the organization's top management, line



managers and staff. To achieve the competitive edge needed to succeed in their business, something had to change.

**Business Solution:** Tioga decided to focus on core business and entrusted e-Emphasys with the support of all their IT needs. e-Emphasys deployed on-site resources with skills that were both diversified and highly focused to meet Tioga's unique business requirements.

**Business Result:** Tioga increased their business performance using new technology, increased IT support levels, deployed new automation products and experienced significant improvement in the productivity of their overall operation. Their inventory accuracy was increased through the implementation of a bar-coding application and the implementation of a B2B solution and significantly decreased their response time in quoting and managing customer inquiries. Tioga implemented several additional processes to increase productivity and improved their system availability to more than 99.9%.

*"e-Emphasys provided us multidisciplinary skills which allow us to tweak and improve our existing system while adding modern system features such as CRM and Business Intelligence. They are nimble enough to address our daily needs in a timely manner along with doing ongoing development work to improve our processes"*

- Bob Cahill, VP of Operations, Tioga Pipe Supply Co

**About e-Emphasys Technologies Inc.**

*e-Emphasys Technologies Inc. recently celebrated its 10th year in business. The company is a global IT firm with locations in Cary, NC, Tokyo, Japan, Mumbai, India and Apeldoorn, Netherlands. As the exclusive Infor strategic partner for this critical segment of the Industrial Machinery and Equipment (IM&E) domain, e-Emphasys is also the premier enterprise software provider for the equipment distribution and rental industries. Additional certifications and industry affiliations include: Microsoft Gold Business Partner for the past 5 years, Associated Equipment Distributors (AED), Material Handling Equipment Distributors Association (MHEDA), American Rental Association (ARA) and European Rental Association (ERA) organizations.*

*For more information on e-Emphasys, please visit [www.e-Emphasys.com](http://www.e-Emphasys.com).*