



Reduce Risk and Save Operational Expenses

To reduce potential risk to operations, companies need flexible processes, reliable security, and high availability of critical systems. The team of seasoned pros that make up Managed Services (MSERV) can take care of essential QAD infrastructure, system processes, efficiency, and database performance, to allow your team to focus on tackling today's business challenges, stay competitive and thrive. Our approach and methodology, adhering to structured processes and proactive attention to all system performance indicators ensures your peace of mind. Avoid the unthinkable by tapping into the experts at Strategic Information Group's Managed Services (MSERV) team.

Qualified Specialists at a Fraction of Previous Cost

For much less than the cost of an internal hire, our expert team will become an extension of your in-house team to not only improve system performance and efficiency, but also ensure compliance with regulatory requirements. Our processes are completely SOC1, Type2 accredited, and the team can completely and effectively manage regulatory issues as part of their daily analysis and adjustments to your system while keeping you informed through routine communications and regular reporting. Get back to managing your business, free up existing resources for other duties, while lowering expenses and mitigating risk.

Results:

- **SSAE16 SOC 1 Type 2 certified processes and expert consultants** who become an extension of your IT staff
- **Monthly reviews** and analysis of your environment
- **Enhanced planning** for optimization and improved efficiency
- **Daily verified Progress database backups**
- **Database tuning** as needed to optimize performance and improve efficiency of operations
- **Expert monitoring** for database growth against capacity to eliminate risk of failure
- **Daily assessment and adjustment** if necessary of disk layout, logs and AI files
- **Maintenance of infrastructure** such as Linux patching and application of updates
- **Setup and maintenance of printers** within the QAD system
- **Performance of up to 2 database refreshes** per month
- **Complete compliance** with FDA (IQ Requirements) and Sarbanes Oxley
- **Peace of mind**

A Glimpse of Monitoring and Reporting





An Indispensable Team of QAD Experts Can Also Provide:

Consulting

Knowledgeable Pros with accredited SOC1 processes can tailor solutions to meet key objectives and fit any budget.

QAD Health Checks

Leverage experts to provide health check analysis and implement optimal solutions.

Hosting

Avoid costly system outages and impacts to production due to unavailable resources.

Talk to your account manager **today** to see how the MSERV team can **take care of your ERP environment** while you take care of business.

98.9% MSERV Customer satisfaction (CSAT) score

Don't Take Our Word for It...

Expedited and solved quickly and accurately, as usual.

Always very responsive and knowledgeable

Our experience wasn't good, it was great!

Good, timely and effective implementation!

Always helpful and quick to address our issues.

Great job!

We can definitely count on them every time!

A lot of time and patience was spent, thanks a lot!

Thank you for the quick response!

Team is ridiculously talented...