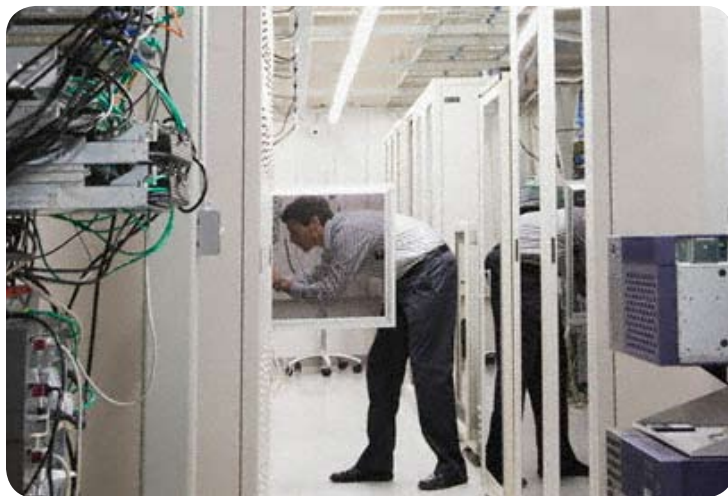


# Lawson Applications Outsourcing

At ACS, we provide a range of fully hosted and remotely managed services for Lawson applications, including:

- Project management
- Implementation and integration support
- Disaster recovery
- DBA resources
- Help desk services.



Whether in a fully hosted solution or remotely managed application environment, outsourcing your Lawson applications to us reduces downtime and cost in maintaining your applications. We provide the skills and economies of scale to manage and maintain Lawson.

For one predictable, flat monthly fee, your Lawson practice team will provide you with:

- Time-proven support processes
- Dedicated client care
- Ongoing system maintenance
- Application upgrades
- 24/7/365 support.

As new versions of Lawson software become available, you may find it difficult to give users the support they need while managing/maintaining your applications and staying up to date. Count on us. Our services include installation of patches as well as application of up to four cyclical updates each year.

No more hassles trying to find the right talent at the right time. No more headaches scheduling that costly training class. No more concern about keeping up with the latest patch or technological innovation. Rely on us to manage all your needs.

Plus, our Operations and Lawson practice teams actively monitor all our managed systems to identify potential issues before they affect your business.

## Our Successful Track Record

Hosting enterprise applications since 1999, we support a growing base of satisfied enterprise clients. Our skilled experts have deep experience completing Lawson Software installations. We support and manage all Lawson Enterprise application modules, including customizations and interfaces to third-party tools critical to your business environment.

We're not only focused on technology. We're also committed to providing premier client service, with the individualized attention that you deserve. Our service delivery managers (SDMs) have the experience, our technicians the knowledge, and our sales staff the ability to ensure you get the most out of your Lawson investment.

More than half of our hosted clients have increased their business with us since signing their first contract, with the average increase over 100 percent.

# Lawson Applications Outsourcing

## Why Outsource Your Lawson Environment?

Our mission is to provide clients with a broader range of services at a lower price than other alternatives available to them today.

- **Outsource non-core activities.** Because Lawson application outsourcing is a core competency, we can offer economies of scale and exceptional talent. Our team of Lawson technical experts devotes their full attention to your application management needs, so you can focus on your business.
- **Reduce your financial risk.** Our level monthly fee structure stabilizes application management costs over the life of your contract. That allows you to offload the technical and functional aspects of your application infrastructure without worrying about staff, training and allocation issues. You also avoid the wide variations in spending and budgets typical to many ERP installations.
- **Build for the future.** To ensure project success, rapid ROI and ongoing support for your software investment, we'll establish and implement a long-term technology solution customized to your needs.
- **Achieve faster ROI.** We co-develop the most appropriate business migration model for you, drawing upon our experienced pool of resources as necessary. You're assured full use and functionality from your initial software, process and best-practices investment.

## Our Services

Our broad family of service offerings is designed to give you the flexibility to meet your specific performance, availability, security and risk management needs. Our services include:

- **Application Management Services.** We provide a full array of services to help you manage day-to-day application activities. They include:
  - Solution Design and Setup
  - Implementation Support
  - Migration Support
  - Monitoring and Troubleshooting Services
  - Application Technical and Functional Support
  - Change Control
  - Project Migrations
  - Version Management
  - Performance Tuning.

With our support, you can utilize your Lawson applications fully and painlessly. Our team of experts will set up and manage your Lawson environment. Then your end users and developers can begin testing and learning about the Lawson architecture, while you and your implementation team migrate your current environment.

Developers gain instant access to begin migration work without the need and expense of traveling on site. We make it possible to train your team before your application is fully implemented – so you can start taking advantage of the new functionality faster.

- **Implementation Support.** Our deep Lawson technical and functional experience covers multiple platforms, including both Windows and UNIX environments. And our trained engineers and hardware partners give you the resources to properly support your implementation. We also have experienced programmers to assist with third-party interfaces and customizations.
- **Help Desk.** Our easily accessible and always available Help Desk services include 24/7/365 expert escalation and super-user support when you need it most. This is included in our Fully Hosted and Remote Management Services.
- **Network Management.** We provide everything you expect and need for your packaged applications. We manage the routers and bandwidth. And we install all required equipment to get you up and running quickly. You're assured a high level of comfort with our:
  - High-capacity national backbone
  - 24/7/365 network operations center
  - Superior support and service.
- **Remotely Managed Solutions.** Our RMO offering gives you access to the benefits of outsourcing while avoiding a fully outsourced application service provider mode. We offer:
  - Real-time system checks
  - Around-the-clock emergency support
  - Access to a wide array of Lawson technical and functional expertise.

Our RMO service provides support in the most complex areas of your application deployment, including:

- Technical administration
- Functional support and monitoring
- Database monitoring/tuning.

We do all this without having to take your hardware and infrastructure off site. You can free up your Lawson personnel to focus on strategic business development to service your clients, rather than on internal maintenance and support.

- **Infrastructure and Managed Services.** Our services include:
  - Pre-implementation planning and assistance
  - Hardware configuration and design and procurement
  - Wide-Area Network (WAN) configuration and management
  - Optimal configuration design for thin client, Web access and workstation architecture
  - Network security methodology
  - Technical support for a wide variety of packaged applications.

## Our Qualifications

We're a leading provider of IT outsourcing services to companies that have chosen packaged applications. We deliver technology services focused on management of ERP and messaging infrastructure environments. We have dedicated practice teams for each supported application, and leverage a common IT infrastructure to provide a robust, scalable and high-performance environment that is consistent across all our data centers.

## Contact Us

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## About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).



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