



*Ensure a peace of mind while your information systems environment is managed by a reliable partner: InfoCentric*

InfoCentric Managed Services enables you to focus on your strategic initiatives and core business processes while boosting performance and empowering competitive advantage.

## The Challenge

Today's information technology landscape is becoming more complex than ever, and the cost to maintain it continues to rise. A new wave of innovation in technologies, business processes and applications, movement towards digital and mobile and increasing complexity of data require that the industry quickly overcomes these challenges to improve application performance and achieve better business results.

## Our Solution

InfoCentric Managed Services takes an insights-driven and agile approach that delivers on the promise of the digital enterprise. InfoCentric relies on our rich history and best practices of delivering managed services to combat rising support costs, increasing inefficiencies and higher risks and to deliver tangible results by taking a strategic, flexible, and agile approach to managing the complexity of your information management environment.

InfoCentric Managed Services, founded on ITIL best practices, are designed to ensure reliable service to the business, cost reduction, risk mitigation and customer service excellence. InfoCentric's Managed Services delivery is underpinned by our Managed Service Delivery Framework. This framework holds three pillars:

### Business Services

Improvement and minor works to support business outcomes

### Support Services

24x7 support on site or off-site

### Application Services

Application Monitoring, Maintenance and troubleshooting

## Why InfoCentric Managed Services?

- ✓ Improved performance with higher productivity
- ✓ Improved service quality and reduced risk
- ✓ Higher revenue by sharpening focus and re-orienting resources on your core business
- ✓ Reduced operating expenses
- ✓ Continuous improvement



### Major Australian Health Insurer



InfoCentric provided business hours, off-site support and maintenance of a business critical Information Management environment. InfoCentric's team has provided services to support:

- User Administration
- Deployment Management
- Project Administration
- Auditing, Monitoring and Security of Systems
- Updates and Patches.

#### Business Outcomes

- ✓ Significant reduction of costs by managing platforms
- ✓ Reduced key person risk by creating a support and maintenance specific resource pool
- ✓ Optimised service through defined service logs and ticketing processes



### Major Australian Retail Supermarket



InfoCentric provided 24x7 Support and Maintenance of business critical applications of Supply Management, Financial and Store reporting to executives by which this organisation runs their business. 24/7 support for 365 days has been provided including:

- Remote & Onsite Support
- Proactive Maintenance
- End-of-Life Maintenance
- Systems Monitoring
- Security Incident Support

#### Business Outcomes

- ✓ Significant reduction of the cost (45%) by supporting the Management Reporting environment
- ✓ Reduced risk, and improved reliability of reporting outputs

## Engage with InfoCentric

Find out how InfoCentric can help you gain more insight into your organisation's information today.

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