

technologyone



Application Managed Services

Unlocking your investment





Your business is constantly evolving.

Your platform should too.



AMS has enabled us to increase efficiency by focusing on continuous system improvements.

— Seven Network





Innovation and business optimisation

From day-to-day administration and maintenance through to strategy, we understand your industry-specific needs. If you wish to continuously innovate to achieve business results, we have a tailored managed service solution just for you.



Our partnership approach

We work with you to build a tailored program with guaranteed consulting services when you need them.

Your dedicated Service Delivery Manager has experience in your industry and is committed to open communication, collaboration and accountability so you can make the most of your investment.

Highlights

- + Single point of contact with access to product specialists across all TechnologyOne solutions
- + Tailor your program with monthly service requests that can be used for proactive and reactive activities
- + Flexible onsite and remote delivery methods to suit your needs
- + Guaranteed consulting services when you need them
- + Dedicated Service Delivery Manager who knows your industry and business
- + Ability to keep pace with enhancements and leverage a best practice approach
- + Consultants available from 8am to 6pm, no matter where you are

Our services



Continuous improvement

Maximise your return on investment

- + Enable internal resources to focus on strategic outcomes
- + Guaranteed timely and cost-effective access to consultants
- + Ongoing functionality, capability and business performance improvements

+
AMS customers



Forestry **Plantations** Queensland



Take a closer look at our services



Operate

Enable internal resources to focus on strategic outcomes

- + Manage day-to-day operational needs, whether that's outsourcing your Level 1 support function, user education or if you simply require application administration assistance.
- + Access our dedicated services team in the way that works best for your business.
- + Industry and product specialists work with you to review and improve business processes and ensure new product features are effectively adopted.



Maintain

Guaranteed timely and cost-effective access to consultants

- + With our solution maintenance program, you have prioritised and guaranteed access to consultants at a discounted rate.
- + Keep your solution current with a range of services including health checks, process automation and implementation planning.
- + Promptly deliver reporting, workflow and software configuration changes so you can confidently adapt your solution as business requirements change.



Optimise

Ongoing functionality, capability and business performance improvements

- + Ideal for mapping your digital transformation over time including software licence optimisation and new product feature adoption.
- + Knowledge transfer and regular short-form training for your team members as well as recurring scheduled consulting to deliver programs of work.
- + Balance your monthly reactive and ad-hoc requests and call upon us to complement or backfill your internal resources during busy periods (e.g. end of year reporting).



Continuous improvement

Maximise your return on investment

- + Unlock and align the full capability of the platform with a cyclical, co-owned program of work aligned your business goals and opportunities.
- + Drive industry-aligned architecture, configuration, process and workflows.
- + An open and transparent approach: review, remediate, refine, educate, enable and embed.
- + Delivering a long-term return on investment, addressing your business needs today and for the future.

About TechnologyOne

TechnologyOne (ASX: TNE) is Australia's largest enterprise software company and one of Australia's top 150 ASX-listed companies. It is headquartered in Brisbane and has operations in Australia, New Zealand, UK, South East Asia and the Pacific. Established 33 years ago, the current business has 1200 team members, generates nearly AU\$286m in revenue and invests AU\$60m in research and development.

TechnologyOne provides a deeply integrated global SaaS ERP solution that transforms business and makes life simple for customers because it is easy to use and available on any device, anywhere at any time. TechnologyOne also markets, sells, implements, supports and runs its solutions for customers to reduce time, cost and risk.

More than 1200 leading corporations, government agencies, local councils and universities are powered by the company's software, which evolves and adapts to new and emerging technologies. This allows customers to focus on their business, not technology.

Ready to learn more?

Contact us for more information, product demos and advice.

[technologyonecorp.com](https://www.technologyonecorp.com) | Freecall 1300 185 643

technologyone
Transforming business, making life simple