

# *Managed ERP Support*



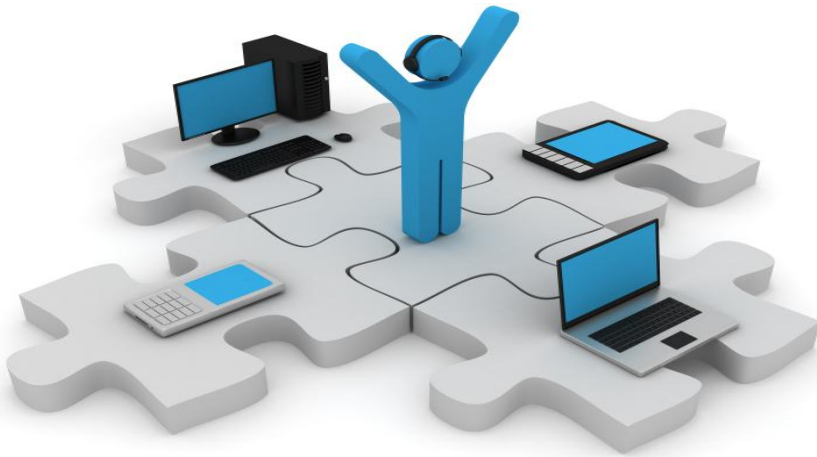
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# Techlounge - Managed Services ERP Support

**Managed Services Support is delivered to multiple customers from Offshore Delivery Centre . Managed Services include Oracle Functional , CEMLI Development & DBA Support Services. The services are delivered as per agreed SLA ,Monthly Report & Dashboards are published with Management for Review and Optimization.**



## Key Features

- SLA Based Delivery Model
- Governance Control
- Increased Operational Productivity
- Best Practices Framework – Service management initiatives backed by ITIL v3

❑Techlounge Managed ERP Shared Services the next generation in Application Support and Maintenance and promises the following value to our customers:

❑End to End Managed ERP support services using shared resource pool.

❑ 24X7 Coverage at reduced cost & Consumption Based offering .

❑Implementation of Process Driven Governance Model & Leveraging Industry Best Practices – ITIL v3

❑A Model which encapsulates Minimal risk to existing Support & Business Operations

❑Works towards standardization of Process & services

❑ Incident Analysis & Monthly Reporting

**Contact Us [Info@techlounge.in](mailto:Info@techlounge.in)**