Our world-class Managed Services help you build a competitive advantage

New business opportunities that keep you ahead

Thanks to technology, the world is now a small and highly competitive place. Customers are demanding more value; Companies need to adapt to a new, challenging environment - quickly and effectively. For a company to survive and prosper in today’s environment, it has to have the right resources to compete and concentrate on core functions.

For example, customers looking to buy a new car are expecting a reliable vehicle that provides more bang for their buck, rather than bothering much about technology. Car manufacturers need to concentrate more on their manufacturing and service processes, in order to satisfy the demanding customers.

Many companies are finding it difficult and expensive to keep pace with new technologies, given their limited in-house resources. They out-source and retain highly talented resources to achieve and sustain the high levels of IT excellence necessary to provide superior customer service. This way, they are able to devote their resources to their core business, and gain a clear competitive advantage.

Managed Services bridges the gap by providing companies access to leading technologies and management expertise without requiring investment and allows companies to concentrate on their core businesses.

Essential Elements of e-Emphasys Managed Services

- Increased level of support and availability of key IT resources
- Access to enhanced skill base
- Easy management of resources
- Flexibility to expand or reduce resources, based on project requirements
- Quick adaptation to changing business conditions
- Enables IT team to focus on core business and strategic initiatives
About e-Emphasys Managed Services

When you subscribe to e-Emphasys Managed Services, we undertake to service and manage a part or your entire IT needs. e-Emphasys provides managed services onsite, offshore, or a combination of both. Our managed services provide highly-skilled resources, technical resources that are hard to find or retain, and a team of backup support and service levels not otherwise achievable.

Our Managed Services enable conserving your core IT staff to concentrate on strategic activities instead of break-fix IT support or development activities. We also provide enterprise-level software as well as hardware and networking services. Our highly-experienced technical experts focus exclusively on services and support all your critical needs that help you meet your business objectives. You also have the option to out-task some, or all of your IT needs, while retaining control of the rest.

Business Case for Managed Services

Compared to managing network-based business requirements internally, out-tasking all or some functions to a Managed Services provider, offers the following benefits:

- Reduced costs, including those of traditional service fees, hardware, and IT operations
- Easy adoption of new business processes
- Increased levels of support and availability without additional staff
- Stable and predictable IT budget
- Access to the latest technology with limited risk
- Access to an enhanced skill-base
- Quick adaptability to changing business conditions
- Enable focus of your IT resources on core business
Your business is facing challenges in the following areas

- Staffing IT professionals
- Staying up-to-date with evolving technologies and IT skill-sets
- Managing and maintaining current infrastructure, hardware, and software
- Securing data, transactions and communications
- Responding quickly to time-to-market demands
- Remaining flexible enough to maintain competitive position
- Reducing network overhead costs
- Operating in real-time in order to meet 24-hour demand
- Delivering services to branch offices and remote workers

Your business is in transition

- You need to upgrade, refurbish, move or relocate existing infrastructure
- The scope or scale of your current business operations is changing
- A merger, partnership, or acquisition is altering operations
- You need to increase the range and level of your service
- Your growth targets depend on implementing new technologies
- You are expanding into new markets

You want to grow your business profitability

- You prefer to dedicate resources to your core competencies, and mission-critical processes, rather than using them for network support activities
- You view managed services as a good strategy for gaining efficiencies, and reducing costs
- You are concerned with your ability to keep up with the latest security threats, and meeting privacy or security regulations
- You are experiencing dynamic business growth, while undergoing downsizing, and hiring freezes
Tioga Pipe Inc. - Customer Case Study

Background

Tioga is a material solutions supplier of industrial pipe, fittings, flanges, and related products for Global Power Generation; Nuclear Power Generation; Oil Refining; Gas & Chemical Processing, and U.S. Military Shipbuilding. With three locations in the US and presence in Europe, Tioga provides competitive material solutions to its customers. Tioga has 130 employees with revenues exceeding $150 million.

The Challenge

Tioga used enterprise-level software to manage their business. Since 1998 Tioga started using Baan IV with Dimensions Extension (an Infor product) to manage its unique requirements. The software required unique skills, which were not available in-house. Moreover, Tioga required better ways to service its customers faster and more efficiently. With slower IT turnaround time, Tioga was not able to keep up with new technology, resulting in frustration across the organization, including in the top management, line managers, and staff. It was time to change the status-quo and pursue solutions to achieve a competitive edge.

Business Solution

Tioga decided to focus on their core business and outsource all its IT needs to e-Emphasys Technologies, Inc. e-Emphasys deployed a few resources onsite, with a diversified skill-set, as well as highly-skilled resources to meet Tioga’s unique business requirements.

Business Result

Tioga was able to achieve a much higher level of service from its IT department. They were also able to increase their business performance with the use of new technology, increase support levels, and deploy new automation products and productivity improvements. Tioga increased its inventory accuracy by implementing a new bar-coding application. They also implemented a B2B solution that significantly decreased customer response times for quoting and managing queries. In addition, system availability time was increased to more than 99.9% while implementing several processes to increase productivity.
About e-Emphasys Technologies Inc.

e-Emphasys is a global Managed Services provider having offices in the US, Japan, Europe and India.

Since its inception in 1999, e-Emphasys has been the leader in providing cutting-edge solutions to its customers. e-Emphasys is one of the biggest partners of Infor around the world, and is a global consulting partner, a source code partner and an Open World network partner.

e-Emphasys has been involved in many joint R&D development assignments with Infor. It is a highly-professional and results-oriented organization. e-Emphasys has a philosophy of continuing business partnerships with clients based on honesty and trust. This is essential in order to meet its customers’ needs as their business grows.

We differentiate ourselves from our competitors by offering assurance that our solutions will exceed your expectations - both now and in the future. e-Emphasys creates value for its customers by leveraging its knowledge, expertise, insight, and access to emerging technologies.

e-Emphasys operates globally with one common business model designed to serve its clients with high quality, speed, flexibility, and consistency around the world.

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