



SureRemote Application Management



Surebridge™
Always There.

Solutions | **Services** | Partners | Industries | Customers

Strategy. Implementation. Outsourcing. Optimization.

overview

Faced with rising IT costs, increased product support times and lack of specialized technical expertise, companies are seeking new solutions to manage their applications. SureRemote Application Management by Surebridge allows companies to maintain full internal control of their IT investment and infrastructure while outsourcing the day-to-day management and support of their application environment. With SureRemote Application Management, Surebridge manages your application – regardless if it resides at your premise or at a third-party facility – remotely through a secure connection that Surebridge assists in designing and provisioning, allowing your IT organization to focus on serving your customers. Your organization maintains complete control over the physical infrastructure, hardware, communications, data and system access.

SureRemote Application Management proactively manages and supports your application through our specialized management systems and customer care experts to ensure your systems are running optimally. This keeps costs down and performance in line with your business needs.

SureRemote Application Management benefits

- Leverages your existing IT infrastructure – on premise or at a current third-party facility – to maximize your investments
- Provides access to critical, specialized technical skill sets
- Establishes 24x7x365 coverage without need to staff internally
- Liberates internal IT resources from non-strategic tasks, allowing them to focus on strategic initiatives that impact the bottom line
- Increases reliability and performance
- Reduces time spent solving problems and speeds up service
- Reduces total cost of ownership

Key SureRemote Application Management Service features include:

Client Care and Help Desk

- Dedicated Client Manager
- Access to pool of functional and technical application experts
- Full Level 2 and 3 support
- 24x7x365 live, help desk support
- Full access to ClientBridge, Surebridge's web-based management portal
- Utilization and access to Surebridge's call center solution for logging, reporting and tracking of support, management and maintenance activities
- Detailed performance and service reports

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Application Management

- Proactive management and optimization of your tailored application
- Configuration management
- Routine patch, fix and service pack management
- Application maintenance and tuning
- Access control and management
- Customization management

Database Management

- Database administration, maintenance and optimization
- Database patch and service pack management
- Regular database performance reports
- Customization management
- Capacity monitoring

Service Level Agreement (SLA)

- Response time guarantee
- Pre-defined escalation processes

About Surebridge

Surebridge, the leading provider of outsourced enterprise application solutions for middle market companies, delivers brand name application choice and affordable strategy, implementation and outsourcing services. Surebridge's complete portfolio comprises ERP, CRM, eBusiness integration and productivity applications, driving efficiencies into business processes and adding value to customers, partners, shareholders and employees alike. Its full service offerings include software selection based on business need, rapid and precise application deployment, upgrade services, secure hosting, application management and continuous business improvement solutions. By providing outsourced business-critical enterprise-level applications, Surebridge provides tremendous cost savings to its customers. In addition, Surebridge's offerings are enhanced with a constant eye toward value through high-touch customer service. Surebridge offers vertical expertise in the manufacturing/distribution, financial services, healthcare/pharmaceutical, services, publishing/media & communications, and public sector industries. The company was founded in 1997 and is headquartered in Lexington, Mass. For more information, please visit www.surebridge.com, or call **781-372-3222**.

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