



Your Flexible Partner for Business Systems



Commercial: Radius

Scope of Project

- Provide a robust cloud hosting solution for the Radius UBW (Agresso) System
- 10 hours per month contract for the G7 Application Managed Service plus additional services
- Onsite technical training for the Radius Support Team

some of the more complex reports written by consultants and a pressure valve that can be released to help in periods of excess BAU.

Dates

Technical Managed Service and Hosting started January 2017

Application Managed Service started February 2018

How did we do?

“With around 1000 users, having G7 available to take on some of the more complex issues gives Radius the comfort that it can still deliver a first-class service to its user community. The service that is provided by QTC, the hosting partner of G7, is second to none, giving Radius a robust and reliable service backed by gold standard technical support. G7 have been excellent in enabling the Radius Support Team to improve their knowledge of both Application and Technical Tools meaning that some work that previously took time and cost to deliver can now be actioned quickly”

The Role of G7

G7, through their partner, QuickThink Cloud, now provide Radius with a robust & reliable cloud hosted UBW (Agresso) system with 24/7 support. This give Radius the confidence that the system is online and available to meet their global requirements.

G7 supplied several days of onsite Consultancy to give the Radius Support Team some basic training on ARC. This means that some of the minor document changes can be made in house with the more complex items still outsourced to G7.

G7 provide 10 hours a month Application Managed Service which provides support for



2018

To find out more about how we can help your business, please contact us:

Tel 01275 844 650 Email g7info@g7bs.com Web www.g7bs.com