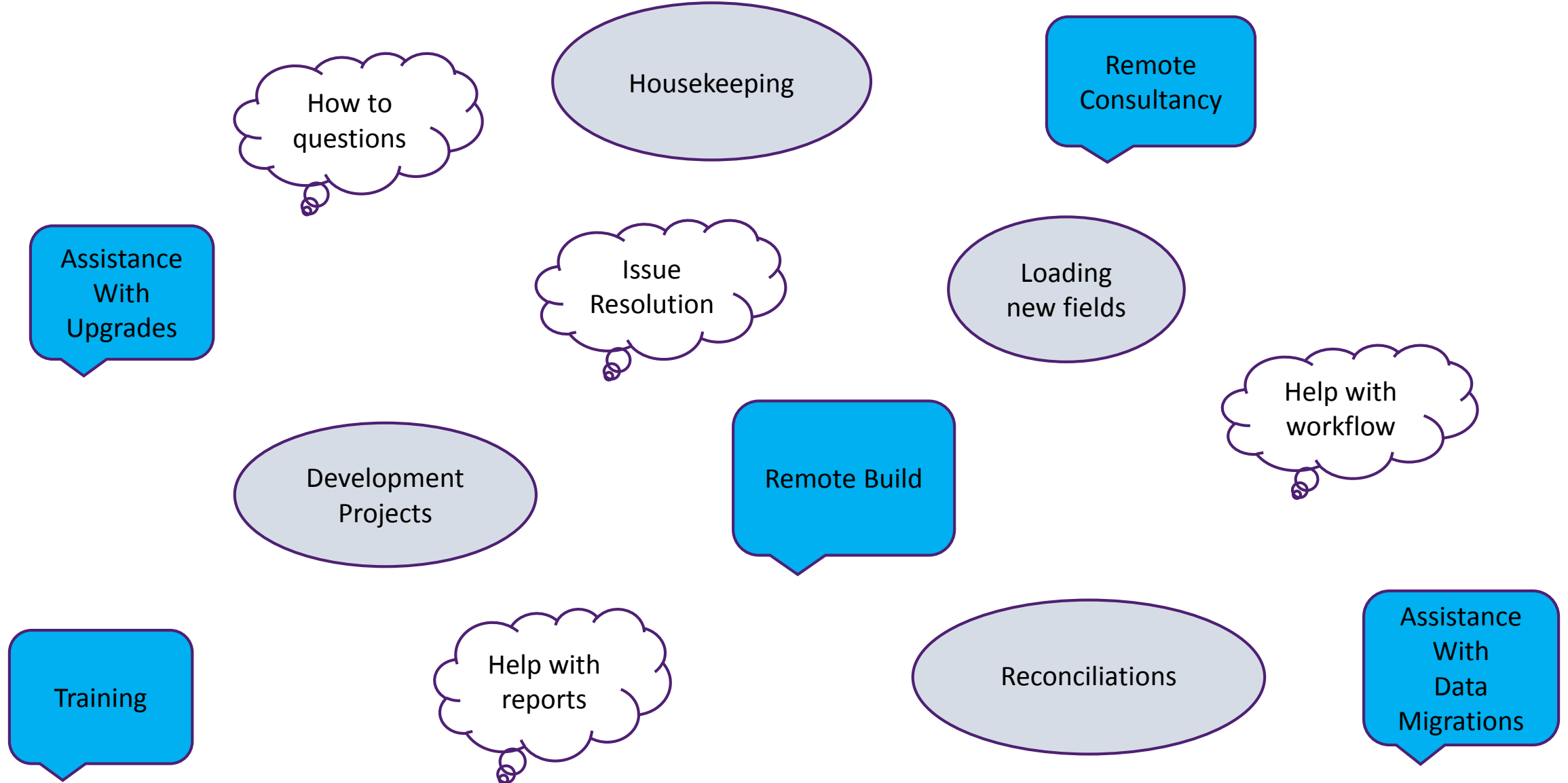


G7 Application Managed Service



Example Uses of the Service



- Releasing the system administrator from business as usual calls allowing time for development



- The customers team were involved with an upgrade, we handled the calls from the users and continue to support now



- Offering an alternative to on site consultancy during an upgrade



- Supporting an interface and consultancy areas developed by the Unit4 consultancy team, also AG16s and triggers

Example Uses of the Service



- Concentrated effort over a couple of months to reduce list of outstanding issues



- Assistance with workflow issues / development



- Assistance with beta testing for Milestone 6



- General queries, 'how do I?', extra pair of hands

Example Uses of the Service

- Assistance with upgrading reports to 64 bit
- Remote build and testing
 - HR self service
 - Reporting
 - Workflow
 - Payroll
- Becoming their systems administrator
- Extra level of support above Unit4