



Your Flexible Partner for Business Systems



At G7, we've been providing comprehensive Application Managed Service (AMS) for over 20 years and started offering this service for Unit4 Business World (formerly Agresso), in October 2015. Our office based team includes 8 personnel dedicated to the U4BW product.

Flexible and responsive

ERP systems are complicated, and users inevitably want to ask a range of questions about their day-to-day running; 'How do I do this,' and 'what does that do?' Questions such as these would normally be passed to consultancy services (or training) within a software supplier. Our service covers these as well as housekeeping, accounts not reconciling, investigation into performance issues, training, assistance with workflows and reports, loading new data and even small development projects.

Our technical assistance also covers areas such as database and operation support, writing scripts for data migrations and interfaces, manipulating data – and even full support for AG16 processes.

Application Managed Service is a truly flexible and responsive support package.

Taking the pressure off

Application Managed Service is complementary to and does not replace Unit4 support, and is built on a case-by-case basis.

This means we can tailor the package to your needs, in response to the particular challenges your business faces – and take the pressure off your in-house team. Some clients choose to use this service in the initial 'post go live' period, and others as a continuing support package. It's your choice.

Over 20 years' experience

Support for AG16s

Dedicated UK support desk

How existing G7 customers have used the service

- Releasing the system administrator from business as usual calls allowing time for development
- The customer's team are involved with an upgrade, we are handling the calls from the users
- Offering an alternative to on-site consultancy during an upgrade
- Supporting an interface developed by the Unit4 consultancy team, also AG16s and triggers
- Remote build and testing
- Concentrated effort over a couple of months to reduce a customer's list of outstanding issues
- Becoming a customer's systems administrator
- Assisting with upgrades in report engine

"We are very happy with the support, and with the arrival of Louisa Lewis, G7 have a dream team. It is nice to talk to people we know, that really understand the system."

Sheena McCartney, Senior Finance Systems Accountant, University of the Arts London

Application Managed Service

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

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