

# Aptitude Software Solution Management Services

## *Support, optimize & extend your solution investment*

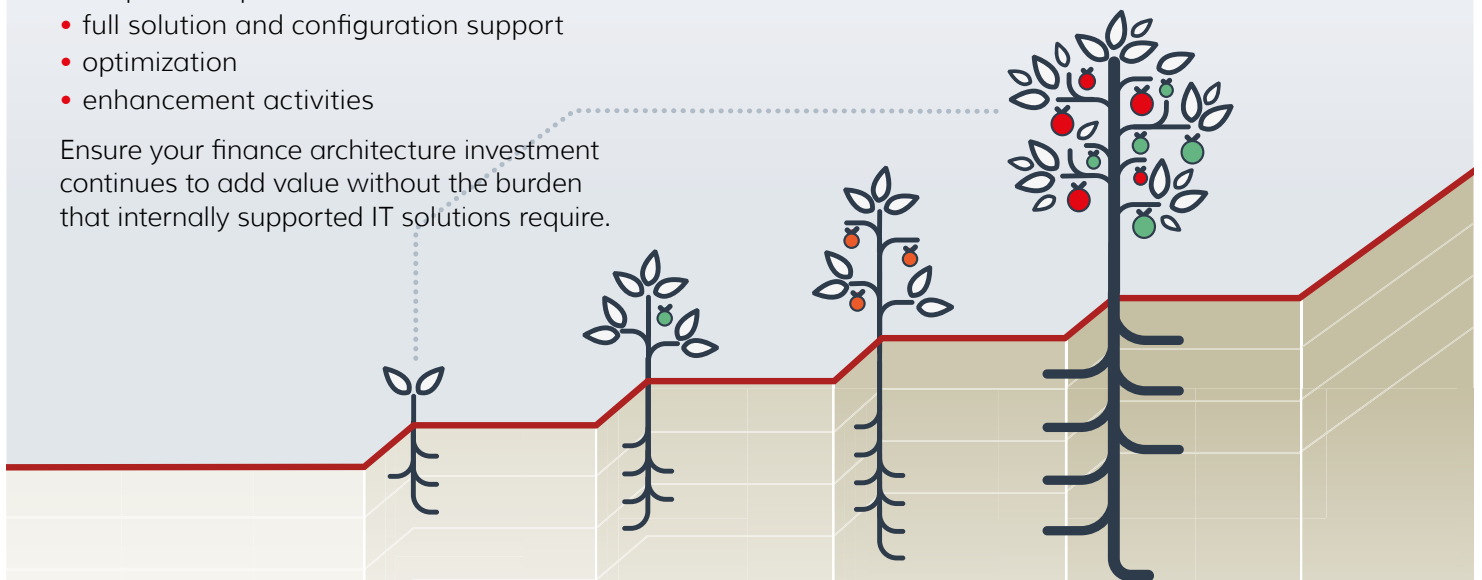
An investment in a specialist accounting solution from Aptitude Software provides best-in-class finance expertise and powerful technology to help support your business strategy. Protect and develop your investment with Solution Management Services (SMS) from Aptitude Software, a world-class, tailored solution support framework providing a low risk, "one stop shop" support service.

SMS provides peace of mind for:

- full solution and configuration support
- optimization
- enhancement activities

Ensure your finance architecture investment continues to add value without the burden that internally supported IT solutions require.

Aptitude Software's Solution Management Services (SMS) provide a multifaceted support framework that can be customized to fit the unique current and future needs of each customer.



## ENTRUST YOUR SOLUTION TO US

Aptitude Software is a leading financial software specialist. Aptitude's technology delivers a competitive advantage to CFOs by streamlining and automating financial accounting processes and enabling better insights in less time.

Aptitude Software's global team of finance and technology specialists serve enterprise customers with finance software solutions that help account for over \$1 Trillion in combined revenue and equip CFOs to achieve their strategies and ambitions.



- **EXPERTISE:** Direct access to a team of product, finance, technical, functional and delivery experts.
- **SCALE:** No one matches our experience and depth – over 1,300 focused, expert resources available to our global customer base.
- **ONE STOP SHOP:** The only single source expert supplier covering your whole solution including product maintenance, upgrades, enhancements, training and proactive monitoring with both finance and technical expertise.
- **FOCUS:** We are specialists, focused on supporting the office of the CFO.

# THE IDEAL PARTNER FOR SOLUTION MANAGEMENT

SMS enables customers to reduce the risk and challenges associated with maintaining, optimizing and extending finance applications across the solution lifecycle. Through the SMS support offering, we can not only deliver quality assurance, performance monitoring and optimization of installed applications but also meet ever-changing requirements to support new business models, accounting requirements and reporting demands.

Benefits that Aptitude Software customers achieve by centralizing solution support with our finance experts include:

- ✓ **Enable the rapid adoption of new finance business requirements**
- ✓ **Proactively monitor and performance tune your finance solution**
- ✓ **Easily identify opportunities to leverage your finance architecture to serve evolving business needs**
- ✓ **Provide specialist advice and operational or functional guidance.**

## APTITUDE SOFTWARE'S SOLUTION MANAGEMENT SERVICES

Customize a support package built for your needs

<b>Service Management</b> Steering Group Participation Maintain run book QA SLA and KPI tracking Service Reporting ITIL Qualified Management Continual Service Improvement	<b>Solution Extension</b>				
	Needs Analysis	Extension Design	Extension Dev	Extension Test	
	<b>Solution Optimization</b>		New product Model & Introduction	Solution Tuning	Data Integration Management
	Advice & Guidance	Staff Onboarding	Pro-active Monitoring	Disaster Recovery & Planning Support	
	On-site Support	Upgrade Support	Benchmark and Health Check		
	<b>Solution Support</b>				
	3rd Party QA & Take-on	Issue Management	Problem Triage & Reproduction	Defect Correction	

**We are the only vendor with Solution Support and Product Design & Development expertise under one roof**



### Who is Aptitude Software

At Aptitude Software we bring finance domain expertise, innovative software products and laser-sharp focus on the CFO's needs to solve problems that our competitors can't address. Our specialized software helps companies address GAAP and IFRS compliance issues, and empowers the finance office with deep revenue data insights.

Aptitude Software is proud of serving the CFO for 20 years, delivering financial integration, accounting engines, and other solutions that are empowering the next generation of finance architecture.

We are committed to ensuring your solution will meet the current and future needs of your business. For more information on our SMS offering, please contact:

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