



THE SYNOWLEDGE DIFFERENCE:

- Cost-effective solutions that reduce TCO by more than 30%
- Improved business alignment with increased visibility and control of operations
- Proven, world-class technical support without incurring the risk or capital overhead
- Increased speed of deployment
- Access to leading technologies and expertise in the ERP space

Synowledge Infor Baan ERP Services

Synowledge Infor Baan ERP Services are dedicated to your business needs to enhance your in-house operational efficiencies, reduce costs and ensure accessibility of the application. Synowledge can address the challenges faced by Baan users by offering custom and off-the-shelf solutions, services, integration of third party applications and products that save you time, money, and the hassle of supporting and optimizing your application in-house.

Synowledge provides comprehensive Infor Baan ERP services designed to help you adapt to changing market conditions, listen to your customers more effectively and improve your organization's overall profitability. Synowledge offers a world-class, reliable and comprehensive ERP solution that features flexibility, quick ROI and enhanced performance and efficiency of all versions of Infor (Baan) ERP applications.

Building Solutions That Matters

Our proven ERP solutions combine industry best practices, defined methodologies and leading technologies to create a tailor-made solution that is architected for scalability, interoperability and ease-of-use and are built with cost, quality and time in favor of the customer.

With over eleven years of experience, our core team members have extensive expertise in Infor Baan ERP systems and follow our proprietary Engagement Methodology to ensure on-time, on-budget results and client satisfaction. With an in-depth blend of technical and functional knowledge, our team members have a proven track record of reducing TCO by 30% or more for small, medium and large size enterprises.

Synowledge's unique approach and solution design provides the following services & solutions:

- **Data Archiving** – Synowledge's data archiving services enable you to archive your data in a fast, secure and reliable method within the production environment to enhance system performance and avoid additional costs to purchase data storage hardware.
- **Audit – Functional / Technical** - Synowledge's ERP Audit services ensure that all the functional and technical risks are mitigated and internal controls related to ERP are reviewed adequately. Synowledge's ERP Audit Services include:
 - A functional audit on effective usage of the ERP's business processes to match business needs
 - A technical audit on the ERP installation and system configuration for optimum performance, ease of upgrade and migration



"

Our proven ERP solutions combine industry best practices, defined methodologies and leading technologies to create a tailor-made solution.

"

About Synowledge

Synowledge is a global provider of IT solutions to small, mid and large-size organizations. Our comprehensive outsourcing solutions combine the unique strengths of both onshore and offshore services to meet all our clients' needs. Our core team members have worked with some of the largest organizations in the world and bring more than 20 years of experience to the table. We have our headquarters located in Stamford CT, USA and additional offices in Columbus, Ohio; the United Kingdom; and Bangalore, India. For more information, please visit www.Synowledge.com.

- **Business Intelligence** - Synowledge helps you apply "intelligence" to your raw data, converting it to forms that support highly-informed business decisions. Synowledge provides BI services to help you define your company's Business Intelligence vision, implementation roadmap, and programs to maximize use of organizational data that effectively supports your strategic goals and priorities.
- **Development, Customization and Bolt-Ons** - Leverage our extensive experience in the development and Implementation of customizations and add-on modules which provide functionality specific to customer needs. With an extensive inventory of on-hand modules (including dashboards), Synowledge can quickly deliver a product to provide enhanced or additional functionality.
- **Implementation, Migration & Upgrades** - Synowledge delivers implementations on time and within your budget and carry out all version upgrades and service/feature pack upgrades seamlessly.
- **Informix, UNIX, Oracle & MS SQL Admin / Database Support** - Synowledge provides expert remote diagnostic and administration support services tailored to your specific business needs. Services include, but are not limited to, daily reporting on disk, database and table space, memory usage, CPU usage, monitoring disk space, backup monitoring and log usage for all instances, upgrades, adding disks and space management.
- **Integration/Interfaces** - Synowledge offers integration/interface capabilities for a vast suite of applications, databases and legacy systems, in real time or batch, across the entire enterprise. Synowledge provides extensive experience and expertise in the integration of third party applications into your ERP suite.
- **Implementation/ Migration and Upgrades** - Synowledge offers ERP implementations, upgrades and migration services. The process analyzes the complete inventory of your environment, including organization, business process, infrastructure, technical architecture and financial, followed by preparation of a project plan to ensure a smooth and reliable transition.
- **Staff Augmentation** - Our Staff Augmentation services deliver skilled personnel to manage your fluctuating resource needs and fill workforce gaps to meet your business timelines. The Synowledge staffing team works with you on-site or remotely to provide highly trained and experienced additions to client's staff (from a single person to an entire team and for a short period of time to extended assignments). Contract to hire arrangements are also available on demand.
- **Support** - You can rely on Synowledge's variety of custom support packages from user (helpdesk) support through full application support as well as third party applications. Support can be 24/7 and onsite, off-shore or a hybrid model can be offered to meet you're your needs.
- **Training Workshops** - Synowledge offers education workshops specific to client needs. The workshops may include preparation of custom material specific to the client's environment and business process needs.



For more information about Synowledge, contact us at:
www.synowledge.com email: info@synowledge.com
Tel: +1 203 504 2561 Fax: +1 203 504 2564