

Application Managed Services Provider

The IT Department for the Companies

What if, with minimal effort, you could have your own state-of-the-art, fully functional, and reliable IT department? With none of the pain of finding and retaining qualified staff ... none of the implementation or maintenance headaches ... none of the usual drain on business capital. Would you do it? PCB Apps, "The IT Department for the Companies™," bets you would.

An industry-focused Cloud & ERP managed application service provider, PCB Apps offers an integrated business solutions and application support. PCB Apps functions as a company's IT department, providing a full range of services: assembling, implementing, hosting, supporting, and managing an enterprise business solution, as well as helping to scale it as the company grows.

Because of its clear focus, PCB Apps can give customers solutions that reflect a depth of knowledge about industry requirements and best practices:

- Lifecycle customer services, with a single point of contact - the Industry Applications Executive - who guides the development of a solution from initial architecture to ongoing evaluation of enhancements and new applications.
- Best-in-class business application software support & solutions.
- Managed services, with a tightly meshed network of technology partners that enable PCB Apps to provide business-critical solutions 24x7.

Why PCB Apps?

With our Global Delivery Center (GDC), PCB Apps is prepared to aid our clients with 24x7 support models. Our Managed Services are tailored to meet our customer's specific requirements and serve to extend the knowledge and resources of your in-house team by adding our depth and breadth of experience. Customers can be assured that their managed services are in the hands of capable and experienced consultants with global industry experience. Not only this but, at PCB Apps, our internal processes and checklists ensure that our customers' projects are completed in a timely and cost effective manner. PCB Apps offers the highest value for your investment, allowing your company to focus on achieving business goals and innovating. Let PCB Apps aid you in your managed services model.

PCB Apps is a pioneer in Business Applications and Oracle Digital Transformation delivering both on-premise and Cloud enterprise solutions. Founded in 2003, we operate in 14 locations globally serving customers in the Americas, Europe, MEA and APAC. Learn more about us at www.pcbapps.com

The Challenge

As a crucial component of a high speed race of business productivity, PCB Apps realized at the outset the needed for best-of-breed enterprise systems. be it Infra, back-end ERP or front-end SaaS UX. In addition, they needed a solution that would:

- Scale easily to accommodate growth, both in customer requirements and in PCB Apps' customer base.
- Use minimal physical space at its co-location facilities, enabling PCB Apps to grow its business and bring on new customers while controlling real estate costs.

Our customers will not and we will not, accept system and/or application downtime. With this complex set of Cloud technologies, businesses rely often on in-house IT teams to support their needs. For SMB or Fast growing businesses, relying on an in-house IT department can prove extremely expensive and capital-consuming with high operational and maintenance costs. The 24x7 Global (Global but local) managed services is the key to success.

The Solution

Using a Cloud & ERP service provider speeds time to market, reduces risks, and saves money - that's what we believe and what we tell customers. We trust our partners such as Oracle, AWS, Microsoft etc. for our Cloud Infra needs who mastered the art of Cloud & Infra demands, and their pricing model is right with expertise in managing Cloud centers with security.

The Benefits

Predictable Low Cost – With Managed Services, businesses pay a Managed Service Provider (MSP) a fixed cost on an annual or monthly basis. This cost is much lower than an in-house IT department which comes with frequent and unexpected expenses. Not only this but utilizing a MSP reduces the need for costly network equipment that will need to be repaired and replaced. A MSP also eliminates the need for hiring and training IT staff which reduces costs and allows businesses to focus on what is important.

Minimized Downtime/Proactivity - Downtime can occur when businesses have equipment issues, a failed server, or other IT problems. A MSP like PCB Apps reduces this downtime by addressing IT issues proactively. With a MSP, businesses have access to a team that has extensive experience and resources with qualified experts at disposal.

Proven Experts – With Managed Services, companies have 24/7 access to IT experts. These IT experts have the knowledge and experience of an entire team, as opposed to a smaller in-house IT team. Given this, a MSP can provide specialized services and custom solutions.

Compliance & Security – By outsourcing to a qualified Managed Service provider, companies can rely on MSP to keep their data secure. Not only this, but a MSP handles the complexities of compliance and security regulations. This saves an in-house IT team thousands of hours and allows businesses to focus instead on their profits and goals

Application Managed Services Provider

PCB Apps Offerings

While there is no shortage of competent Managed Services providers, PCB Apps is uniquely equipped with our extensive expertise in JD Edwards, SAP, Microsoft Dynamics 365, Infor, NetSuite, ERP Cloud, EBS and BPC (among other programs) to serve your company needs. Companies can focus on business innovation and growth while PCB Apps supports your business applications. Some of the services offered through PCB Apps Managed Services are included below:

Functional Managed Services

Functional analysts are experts with deep industry knowledge that aid your team with: Application & Managed Support, On- Call Application User Help Services, Business Analysis and BPM Issue Support, and Year-End Updates for tax reporting purposes among other services.

Development Support Services

Our vast pool of technical and functional consultants in India backed by highly experienced delivery manager's help our clients gain quality delivery of their developments, cost-effectively.

System (Application) Administration Services

Sys. / App. Support allows business to focus on their business needs while reducing costs and risk. With qualified PCB Apps experts, companies can reduce the risk of exposure due to lack of CNC, BASIS or App. DBA knowledge and increase the ability to scale up or down resource needs.

PCB Apps System (Application) Administration services are uniquely equipped to help clients with our 24x7 direct access to the largest team of SAP technical consultants both Onshore and Offshore. PCB Apps offers clients a 24x7 support on products systems and 24x7 automated monitoring and alerting, allowing customers to focus on their business goals. Our affordable, fixed price support is just another reason to choose PCB Apps as your IT Department.

DBA Support Services

We offer each of our core remote management services for all major database platforms, including Oracle, Sybase, MySQL, SQL Server, and IBM DB2. With our 24x7 monitoring and expert skill, PCB Apps is equipped to handle any size organization at any time of the day. Our complete list of DBA support services includes:

Database Installations - We will help you plan and customize a SQL Server, MySQL, Oracle, DB2, PostgreSQL or Sybase database installation, optimally configured for your organization's needs

Database Upgrades - our Process Advantage allows for a safe and effective update of your SQL Server, MySQL, Oracle, DB2 etc.

Database Patching - our internal processes ensure that all tasks are executed in an orderly and predictable manner

Database Monitoring - 24x7 Automated Monitoring and Support

Database Backups & Disaster Recovery - Database backup and **Disaster Recovery Planning and Testing**

Managed IT Services

With our 24*7 Global Delivery Center (GDC), our managed IT services include: server administration, cloud hosting (IAAS), application hosting, and infrastructure Managed Services (disaster recovery, firewall/network monitoring, cyber security).

Cloud & Hosting Services - With our Cloud and Hosting Services, you can improve productivity with increased flexibility and reduced IT maintenance and capital costs. With a range of cloud platforms, we support all aspects of data center, server, security and storage infrastructure, removing the need for you to host and manage data on-site. With this adaptable IT infrastructure, you can transform legacy IT systems into new service models, letting your teams focus on driving growth and innovation.

Infrastructure Managed Services - PCB Apps IT Infrastructure Management Services (IMS) offers a suite of reliable, responsive, flexible, and proven infrastructure services and solutions that deliver a differentiated business value for our customers.

Our rich portfolio of service offerings span across the infrastructure lifecycle of Plan-Build-Run-Monitor which includes infra consulting, data center, end user computing, enterprise networking, enterprise security, IT infrastructure operation management and transformation services. Our Managed IT Services include:

Server Administration

Cloud Hosting (IAAS) (Oracle Cloud, AWS Cloud, Google Cloud, Azure Cloud, IBM Cloud)

Application Hosting (Oracle - JD Edwards, EBS, PeopleSoft, Primavera, & SAP)

Infrastructure Managed Services (Firewall / Network Monitoring, Cyber Security, and Disaster Recovery)

