Aptitude
Solution Management Services (SMS)

SOLUTION BRIEF

SMS Assure:

Your Aptitude solution in the hands of our experts

Aptitude™
SOFTWARE

Aptitude Solution
Management Services

The Solution Management Services Assure offering, or SMS Assure, provides post go-live support that goes beyond product support to include solution services to proactively triage, manage, upgrade, and optimize a client's specifically configured solution. The goal of SMS Assure is to drive maximum return on technology investment by making sure the solution stays current to evolve with business change and deliver maximum value.

Delivering these services is the Aptitude SMS team, a group of experienced IT and Finance professionals located across North America, London and Poland who bring a combination of Aptitude product expertise and a deep knowledge of your uniquely configured solution.

Today's C-suite is investing in the latest technology, but they aren't necessarily unlocking its trapped value for their businesses.

Accenture Future Systems Report

What's included in
SMS Assure

SMS Assure covers the support of configurable aspects of your solution.

SMS Assure puts your solution in the hands of experts, freeing up your finance team to focus on other areas of the business. Out-of-the-box product functionality will continue to be covered by Aptitude maintenance agreements and the Product support team while Cloud Ops will address any infrastructure and tooling aspects for SaaS solutions.

The SMS Assure offering includes:

- Reactive issue investigation beyond out-of-the-box product functionality
- Continual service improvement
- Upgrade support including impact analysis, recommended testing and review of results
- Performance monitoring and tuning

- Investigation of source system and product interface issues
- System health monitoring across defined client KPIs
- Capacity management to plan for growth
- Quarterly service reviews

There are also several add-ons that can be provided in addition to the base offering, including:

Full managed service

Upgrade responsibility

SMS team will assume full responsibility for upgrade activities

Audit liaison and reports

Reconfiguring for growth

ongoing onboarding of new systems

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Why Aptitude SMS?

Holistic accountability:
With SMS Assure you gain a single point of contact for all aspects pertaining to your solution – and a team who is invested in the long-term success of the solution.

Cost reduction:
Reduce total cost of ownership and ensure certainty and stability of solution expenditures.

Expertise:
Our teams are experts in finance and technology and your dedicated SMS Assure professionals are also experts in your uniquely configured solution.

Relationship-focused:
This is more than just a service for us. We work in partnership with our clients, as a single team, to ensure we are aligned with visions and goals for the solution.

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Entrust your solution to the A-Team and get the most out of your investment

Assurance

- Gain peace of mind knowing the solution is in the hands of experts

- Reduce business risk and reliance on internal IT teams

- Extend the life of the solution through proactive optimization

Agility

- Access to the latest accounting trends and requirements

- Scale the solution up and down to meet peaks and troughs in demand

- Help increase the adoption of automated solutions over manual processes

Automation

- Solution optimization and the continued application of best practices to improve performance and lower TCO

- Reduce or remove management dependencies

- Access a knowledge and service management repository, maintained just for your organization

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Next **steps**

Interested in learning more about Aptitude's Solution Management Services?

Visit our SMS web page for more details or reach out to our global expert.

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https://www.linkedin.com/company/aptitude-software

www.aptitudesoftware.com

Aptitude Software provides software solutions that enable finance professionals to run their global businesses, forecast decision outcomes, and comply with complex regulations. Uniquely combining deep finance expertise and IP rich technology, Aptitude gives finance leaders the tools they need to transform their business and achieve their ambitions.

Aptitude is proud to have served the offices of finance for over 20 years, delivering financial control and insight to create a world of financial confidence for our global clients.

Aptitude Software supports businesses with combined revenues approaching $1 trillion and over 500 million end customers. Headquartered in London, Aptitude Software is an operating company of Aptitude Software Group plc.

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