RPI Managed Services

Behind you all the way

You know your business. We know Infor Lawson.

Your ERP software is as complex as it is critical to your organization—and it keeps evolving. Keeping the expertise on staff to manage these systems is not always easy, and may not be your best approach. It's practically impossible to hire one full-time person who will have all the knowledge and skills that may be required to keep your business systems providing the services they are designed to provide.

Maybe it's time for a different approach.

A Managed Services relationship with RPI can provide the assurance that whatever needs arise with respect to managing your Lawson or other Infor systems, the expertise is always right at hand.

Managed Services from RPI begin with standard system administration tasks:

- System Monitoring (LSF, Landmark)
- Patch Maintenance and Compatibility Compliance
- Product Line Maintenance and Data Migration
- Interfaces, Process Flows, Modifications and Customizations
- Admin Functions (Windows, Unix, iSeries)
- Database Functions (SQL, Oracle, DB2)

However, rather than the usual help desk, your point of contact will be an RPI Client Relationship Manager, someone who is both highly familiar with your organization and who has reach-back into RPI's vast network of experts.

Don't hesitate. Delegate!

A Managed Services relationship is all about maximizing value. It's about knowing that you are getting the most out of your software investment. It means knowing that your system is always up to date and running at peak efficiency. It means knowing that your ERP system is in tune with your business practices—and vice versa. Best of all, it means that, on a known budget, you have access to a large and diverse skillset, for less than the cost of hiring a full-time person.

The RPI Advantage

With RPI Managed Services, you have ready access to our vast stable of experts, who can help with a wide array of functional and business improvement tasks:

- Master file maintenance and data cleansing
- Supply chain optimization; GPO conversion
- Workflow automation
- New company setup
- Fiscal year prep
- New hire training
- Payroll Customizations
- Post-go-live support and rollout of additional modules
- Design Studio custom screens
- Enterprise Interfaces
- MSCM, RQC, LBI and Self Service
- Custom report updates
- LAUA to Lawson Security migration
- Configuration Console and Landmark Roles

rpi consultants