

## MANAGED SERVICES

Impart Solutions, Inc. is known for their excellent support methodology. Our Managed Services offering assists in turning the challenge of managing your business into an opportunity for gaining competitive advantage. We have developed established techniques that track incidences, provide feedback to managers and front line staff, and identify areas for improvement.

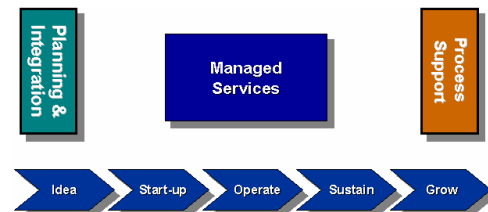
Our company understands what drives customer satisfaction and we use our knowledge to challenge management thinking and inspire people to enjoy delivering excellent service.

We understand what's important to our customers, the difficulties of their operations and we provide ways to improve them.



### Our Approach

#### SERVICE CYCLE



Impart Solutions service cycle depicts our proven methodology in delivering end-to-end managed services solutions.

We support your entire IT life cycle – from formulating your initial strategy through planning and integration of your core and non-core applications to providing day-to-day operational support either at your site or that of your data center provider.

### The Services We Offer

Impart Solutions renders the following services for the Managed Services support:

- Our Applications Management Program offers flexible access to specialized skills and resources, as needed on a consistent basis for ongoing management applications.
  - In our Business Process Management, we offer our clients a tangible decrease in cost and a higher level of service.
  - Our Infrastructure and Operation Support includes the following:
    - Basic Support services where we provide on-site issue assessment and resolution, product installation, reconfiguration of new features and mentoring IT and super user staff
    - System and Database Administration services where we provide administration support, problem resolution, system monitoring and reporting, and supports application development
    - Maintenance services where we provide timely management and application of patches, revisions, and fixes for your mission-critical applications.
- Management Services where we provide plans to apply our enterprise application expertise to your solutions, either by sourcing, outsourcing, or the customer match that best serves your needs.

### Our Commitment To YOU

Impart Solutions has what it takes to provide effective and efficient service delivery. We are passionate about working with our clients to deliver exceptional value. We build lasting relationships with our clients by helping them create new business models and innovative solutions thereby enabling organizations to leverage technology for a stronger return on investment and provide value-added services to their customers, vendors and employees.

You are important to us. Our team is dedicated to work with you throughout the project. We are committed into making every project a success.

### Talk to Us

If you would like to learn more about how we can help your organization, please contact us at +1-312-533-4100 or +1-312-698-8615 or email us at [info@impartsolutions.com](mailto:info@impartsolutions.com)