

## Surge Protection Services

Impart Solutions, Inc. is known for their excellent support services. Our Surge Protection Services offers clients assistance in turning the challenge of supporting a product or service into a competitive advantage.

We have developed and established a model to provide clients with an efficient and economical support model. We offer onsite and remote resources to provide a full 24X7 support structure that includes Help Desk and functional and technical support for new or existing implementations of packaged software or custom systems.

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

### The Services We Offer

Impart Solutions renders the following services for the Surge Protection:

- Our Applications Management Program offers flexible access to specialized skills and resources as needed on a consistent basis for ongoing management applications.
- Our Help Desk support provides phone contact on a 24X7 basis for customers that operate continuously during the day and night.
- Our System Incident and Reporting (SIR) system can track all issues within an organization for quick resolution and escalation monitoring.
- Our Functional and Technical Consultants will provide Level 2 and Level 3 support for your ERP Systems such as LAMP, SAP, Oracle, Peoplesoft Enterprise, and JD Edwards Enterprise One and World. We can also support custom written applications.
- Our experienced Customer Relationship Managers ensure that the appropriate level of service is being provided to our customers and that our agreed Service Levels are being met.
- Our Infrastructure and Operation Support personnel provide System and Database Administration services, and system monitoring, application of patches, revisions, and fixes for your mission-critical applications.

Our services can be tailored to what you need and when you need it. We'll back you up with the right number of Help Desk, Functional, and Technical personnel that's needed for your situation.



### Our Approach and Advantages

Our approach to clients include three areas of support activities:

- User care with an emphasis on client satisfaction as we handle your applications and perform complete problem management.
- Proactive application management and optimization that includes interface monitoring, performance monitoring and optimization.
- Continuous optimization of existing processes, with respect to work flow and applications

With Impart, you will benefit from a customer specific support team, our professional call management, high availability, and SLA times and known costs. These allow you to concentrate on your business so that you can keep your teams focused on critical projects.

### Our Commitment To YOU

Impart Solutions has what it takes to provide efficient and economical 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. We enable organizations to leverage technology for a stronger return on investment and provide value-added services to their customers, vendors and employees.

Everything we do is to help our customers. Our team is dedicated to work with you throughout the project. We are committed to 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)