



## Emptoris Technical Services

### Rapid, Secure, Reliable and Integrated Solutions

Organizations want to ensure that the technical, as well as the business, aspects of a solution deployment proceeds quickly and efficiently, and that the ongoing management of their solutions is secure, reliable and properly integrated.

Emptoris® technical account managers and engineers are committed to helping realize these goals, and to that end Emptoris offers the following technical services:

- ▶ **Software Implementation**
- ▶ **Technical Launch Support**
- ▶ **Technical Performance Audit**
- ▶ **Integration Services**
- ▶ **Hosting and Application Management**

### Software Implementation

Emptoris software implementation aids customers in the implementation of the configured production site. This service typically spans two to five weeks depending on the scope of the deployment. The customer is an active participant in this process to ensure the development of internal expertise to manage the application. Each implementation includes:

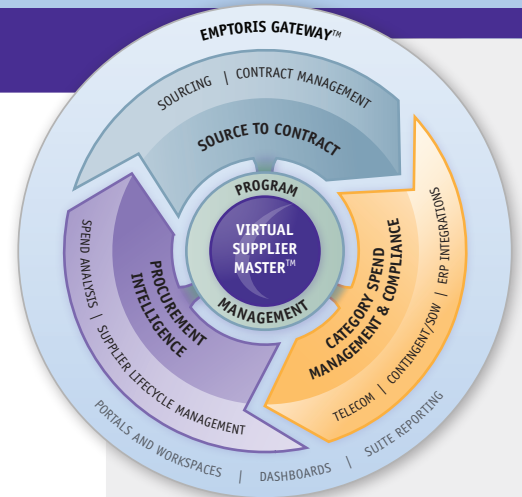
- ▶ Emptoris technical resources to configure, qualify and deploy a custom-branded solution on properly-sized system hardware
- ▶ Multi-day configuration workshop to review and define software configuration based on client objectives
- ▶ For behind-the-firewall implementations, two-day on-site training on system setup and software installation on customer hardware
- ▶ One-day post production audit to review configurations and usage

### Technical Launch Support

Technical launch support is recommended as a follow-on to the software implementation to assist customers with the planning, coordination, communication and training necessary for a successful global roll-out. Services provided typically include development and execution of:

- ▶ Global roll-out plan
- ▶ Global training plan
- ▶ Corporate communication plan
- ▶ Change management plan

In addition, often incorporated into the service based on customer needs are specific event support, software usage consulting and development of standard reusable projects, event and contract templates.



- ▶ Leverage expert technical professionals with deep Emptoris experience
- ▶ Ensure fast, successful implementation and launch
- ▶ Minimize IT investment with secure, reliable, professionally managed hosting
- ▶ Integrate with ERP, MRP, procurement and other enterprise systems



## Technical Performance Audit

The technical performance audit includes an assessment of solution usage patterns and development of recommendations for performance-enhancing configuration and usage. Each audit includes:

- ▶ Application sizing and usage assessment
- ▶ Production log analysis for application performance risk factors
- ▶ Performance testing in an Emptoris performance lab
- ▶ Performance assessment and recommendation report

## Integration Services

Emptoris solutions offer a number of integration technologies that facilitate various types of integrations. These technologies leverage open technology standards and data formats to exchange data as part of import/export integration and transactional integration. They lend themselves to developing integration in diverse technical environments. Point-to-point integration can be implemented in which applications communicate directly to exchange data or invoke functionality.

The Emptoris Integration Services team works together with the customer to define an Integration Strategy that covers:

- ▶ Integration requirements with priorities for phased implementation
- ▶ Technical infrastructure/environment on which integration will be developed
- ▶ Implementation approaches to be applied in addressing integration requirements
- ▶ High-level design for applying Emptoris Integration Technologies to the integration solution

## Hosting and Application Management

Emptoris' fully-managed hosting services enables customers to minimize their up-front IT investment while realizing a rapid solution deployment. Customers benefit from a secure, highly-available and professionally-managed infrastructure. Emptoris hosting and application management includes:

**Infrastructure:** Emptoris provides a secure, reliable, and professionally-managed hosting infrastructure that includes necessary hardware, system software, third-party software and high-speed Internet connectivity.

**Application Management and Monitoring:** Emptoris' managed data centers are equipped with sophisticated equipment and engineers to provide system monitoring, management and problem resolution 24 hours a day, 7 days a week.

**Security and Disaster Recovery:** Emptoris ensures the security and recoverability of your business critical information with disaster planning, virus scanning, system redundancy, professional data center management and the use of industry-leading network, server, storage and backup solutions.



Emptoris®, an IBM® company, is a world leader in strategic supply, category spend and contract management solutions that enable companies to maximize financial performance and optimize commercial risk. The company's suite of award-winning and industry-recognized sourcing, contract management, spend analysis, supplier lifecycle management, services procurement and telecom expense management solutions are successfully used by Global 2000 companies.

For more information about Emptoris,  
visit [www.emptoris.com](http://www.emptoris.com)

call 1 855 391 2561 (US)  
+1 781 993 9212 (International)

e-mail [sales@emptoris.com](mailto:sales@emptoris.com)