

What we do:

As well as being an Official Systems Integrator Partner for U4BW services, consultancy and licence sales, Integra conduct extensive U4BW system reviews, undertaken by professionals with many years experience of U4BW.

Integra's System Review aims to highlight where processes could be improved and risks reduced, highlighting further potential of your system and preempting future pitfalls. By so doing you could cut the cost of maintaining your system and negate any pending risk.

On completion we will present a report of our findings. This will include a prioritised set of recommendations for systems and process improvements, and a roadmap for future systems development.

Integra's System Review Report details Recommendations your organisation may choose to implement independently. Integra remains on hand however, for any consultative advice and services you may need our expertise to deliver improvements or new functionality.

Leverage your ERP to improve the bottom line.

Integra offers an in-depth review of your U4BW systems and processes. We can review one aspect or the whole system. Our Systems Review Service (SRS) is tailored to your needs, requirements and your system.

Organisations are continually evolving and their systems need to evolve with them.

Systems should be supportive of the organisation, facilitating day to day operations and strategic aims with a smooth flow of data for both transactions processing and reporting.

The reality of systems can be different with processing inefficiencies, data integrity issues and lack of effective training and support, threatening their ability to support the organisation. The reasons for this vary.

The initial implementation of a system can be pressured and some of the objectives can be forgotten or become casualties of expediency as the focus shifts to getting the system live.



“ The consultants covered all bases in regard to their knowledge of the financial system and technical environment. Their report also provided future improvements to the system and its associated technical environment. ”

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UNIT4

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INTEGRA'S COMPLETE SUPPORT SERVICES

Integra offer a full range of skills to support your U4BW project. This includes a comprehensive set of technical services, and over 21 years experience of U4BW (formerly Agresso).

Integra has over this time, accumulated a high level of skills and knowledge in providing technical services to U4BW users.

Integra has developed a set of speciality services to help support and strengthen your in house U4BW team.

Whatever the size of your organisation we can provide the following:

- Remote Access Consultancy Service
- SASS – Systems Admin Support Services, proactive monitoring of your U4BW solution including detailed report and analysis.
- Full application support service



With more established systems there can be periods of uncontrolled development, or periods where system change lags organisational change.



Budgetary pressures and lack of senior management support can lead to periods of neglect.



When it becomes apparent that the system is not supporting the organisation effectively, or achieving its initial goals - it is time to take stock and assess the issues and get the system back on track.

The service operates on three levels:

Strategic



Operational



Technical Platform



“As a previous client I understand the need to ensure the most value is gained from your U4BW implementation. Now working with the whole team at Integra, its hugely rewarding being able to deliver reviews, confident in the knowledge that they can identify short and medium term improvements, assist in planning for upgrades and that better value is achieved.”

Kathryn McDonnell Service Desk Manager - Integra Associates Ltd

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