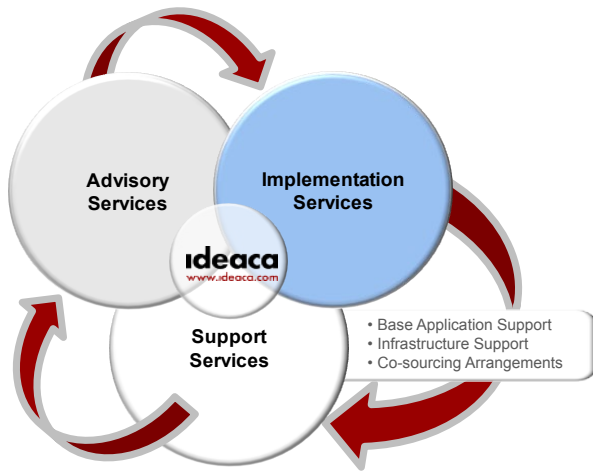


# Supporting Clients Through Entire Project Lifecycle

Ideaca's Support group is committed to providing post-implementation application and infrastructure support services. These services are offered to both existing and new customers that require post-implementation support and compliment to our traditional consulting services. Our experienced Support group provides:

- ✓ Options to enhance or outsource current application and infrastructure support services to Ideaca
- ✓ On-site and remote support capabilities
- ✓ Access to Canadian-based 24x7 call centre
- ✓ Ability to log incidents by phone, email or internet
- ✓ On-going training services



## Support Services

Ideaca's commitment is to tailor each support relationship and contract to fit a customer's specific needs. Our Support packages accommodate both periodic and infrequent demands. Services include:

Base Application Support	Infrastructure Support	Co-sourcing Arrangements
<ul style="list-style-type: none"> <li>• Break / Fix support</li> <li>• Assist with minor enhancements and development</li> <li>• User support ('How to' / 'Why' questions)</li> <li>• Functional support for business analysis and configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Database performance monitoring and tuning</li> <li>• Application Infrastructure services</li> <li>• Operating system services</li> <li>• Server configuration</li> <li>• Network hardware advisements</li> </ul>	<ul style="list-style-type: none"> <li>• Outsource of application management and support to Ideaca</li> <li>• Can be inclusive of applications, database, hardware, network and hosting</li> <li>• Assessment of legacy systems</li> <li>• Technical design and implementation services</li> </ul>

## Technical Capabilities

- ✓ Microsoft Applications
  - Dynamics AX and related components
  - Dynamics CRM
  - SharePoint
  - Desktop Applications
  - Distributed and Client-Server Applications
  - Integration Frameworks
  - SQL Server
  - Business Intelligence and Reporting
  - .NET developed applications
- ✓ Development Environment Support
- ✓ Infrastructure Applications & Support
- ✓ Custom Applications

## Benefits

### Stability

**Reduces** requirements for experienced in-house resources

**Optimize** staff utilization for project activities while maintaining service levels

**Provides** a visible and predictable request, issue and escalation structure

**Visible** and predictable support costs

### Flexibility

**Access** to remote and on-site support as required

**Increased** scope in support requirements can be accommodated

**Eliminates** need for precise resource estimates in the face of imprecise application support requirements at any given moment

