

Unit4 Business World Support Desk

Integra Associates' Support Desk team are vastly experienced in supporting Unit4 Business World systems in a wide-range of different industries.

Our established application support service is designed to be delivered to clients quickly, due to our unique rapid onboarding framework.

Our web-based self-service portal and experienced support desk provide innovative and collaborative support for Unit4 Business World systems.

Full Application Support Service

- ▶ Cloud-based support desk available 24/7
- ▶ No need to worry about staff on leave, we're always here
- ▶ Support during upgrades, ideal for when your consultants are off-site
- ▶ Fully integrated email system, enabling you to send screenshots and log files
- ▶ With user permission, we can connect to any desktop with our remote access tool

Why use Integra?

- ▶ Simple and cost-effective pricing
- ▶ Rapid onboarding
- ▶ Quick response to any requests
- ▶ Value leveraged from day one
- ▶ Knowledge transfer through support
- ▶ Work to your agreed SLAs
- ▶ Experienced technical and application consultants
- ▶ Unit4 Business World (Agresso) specialists since 1995

Expert Support

Our ITIL qualified team all possess considerable experience in supporting Unit4 Business World systems for customers with a range of support requirements, just like you.

As well as being support desk analysts, they have operational support skills and understand your challenges. Furthermore, each member of the team was previously in your shoes: a Unit4 Business World customer with unique support requirements.

A team within a team

Our highly skilled Support Desk team are hand-picked for their proven track record of successfully managing Unit4 Business World systems, and are backed by the UK's largest independent team of accredited consultants who provide impartial consultancy and expertise.



Crown
Commercial
Service
Supplier

Work in the public sector and looking for a cloud-based support service?

You can find us on the UK Government's Digital Marketplace, **G-Cloud 10**, by searching "ITIL Unit4 Business World Support".



**CYBER
ESSENTIALS**

Cyber Essentials accredited business

The UK Government-backed scheme provides businesses with a level of security to adhere to, helping them to prevent cyber security breaches.

Integra's Unique Rapid Onboarding Framework

Set-up within hours

Chances are that you are already frustrated or worried if you are looking for a support provider.

We will have you onboard within hours, and we offer a trial run of the service before finalising the contract.

No long-winded paperwork

With us, there is no need for you to fill out a multi-page questionnaire on how you use your Unit4 Business World environments.

Instead, we provide the answers required, using our fast-track, fact-finding mission, which is followed up by a user & progress review.



Our first aim is to provide reassurance of the smooth running of your Unit4 Business World System.

If your need is immediate, we can quickly respond and support you within hours of us agreeing terms.

We will then continue with our onboarding framework during the initial period to ensure we've got all bases covered.

We will quickly establish the full extent of any issues, and prioritise your immediate challenges.

We just need the following information and we can have you up and running, with us responding to any incidents, problems and service requests you register with our team:

- ▶ **List of users** - you control who logs issues with us, with no limits and no license costs
- ▶ **Credentials** - access to live, test and other surrounding environments, with admin access to applications and databases
- ▶ **Access** - we require a method of entry into your network