



# Platned managed services for a reliable, high performing ERP

## Your ERP, supported and performing at its best

Your enterprise system needs to run smoothly every day so your teams can deliver for customers. Platned's managed services take care of ongoing ERP operations, ensuring your system stays reliable, secure and ready to support your business. We handle the technical upkeep and improvements so you can stay focused on growth, service quality and customer satisfaction.

## What we deliver

Service area	What Platned does	How this helps you
24 / 7 managed support	Continuous monitoring and system engineering support for ERP applications, databases and system health. Quick response to issues.	Keeps operations running efficiently with expert help always available.
Application and system maintenance	Routine maintenance including configuration, optimisations, patch/update installations, and health checks.	Ensures stability, security and long-term performance.
Database administration	Performance tuning, data refresh, secure backups, patching and DR solutions to protect data integrity.	Keeps business-critical data reliable, compliant and accessible.
Technical consultancy	Guidance of best practices for IFS environment setups, system configurations, IFS-Addon installations, backups and DR solutions.	Helps operate ERP systems in accordance with vendor recommendations and best practices.
Integration and extension support	Technical support connecting ERP to banking, EDI and other third-party applications.	Enables process automation and keeps systems working together.
Technical upgrade support	Planning, testing and delivery of upgrades of Oracle and IFS.	Reduces downtime risk and ensures access to the latest features.

24/7 availability	Flexible service model.	Support as and when you need it.
Monthly health check report	ERP system health check be done every month and generate a report for customer.	Identify defects/ optimizations proactively through the monthly health check report.
Monitoring Glass-Box	Provide monitoring dashboards to the customers.	Ability to monitor IFS/ Oracle systems through the provided monitoring dashboard.

## Why customers choose Platned

- Stronger ERP performance without additional internal workload
- Continuous improvements that prevent issues before they occur
- Better protection for system stability and security
- A long-term partner who supports business evolution
- A single contact point for all ERP support requirements

## Ideal for organisations that want to

- Focus on customer delivery rather than system maintenance
- Reduce the risk and cost of supporting complex ERP environments alone
- Progress towards future upgrades or IFS Cloud adoption
- Extend ERP through automation, analytics or integrations

## How we work with you

1. Define service needs via Platned Gateway
2. Gain access to ERP experts across technical and functional domains
3. Receive proactive support, maintenance and monitoring
4. Add improvements and updates as business priorities evolve
5. Adjust service scope with ease to match future change

## Customer experiences

### Auto Windscreens

- **Challenge:** Improve long-term value from IFS without increasing internal workload
- **Solution:** Managed services supporting IFS performance and operational stability
- **Benefit:** Reduced ERP management cost and improved day-to-day system usability

### Sumi Agro

- **Challenge:** ERP configuration needed to better align with business processes
- **Solution:** Continuous technical and functional support through Platned
- **Benefit:** More efficient operations with fewer system-related delays

### Videndum

- **Challenge:** Business continuity needed strengthening to protect revenue and production schedules
- **Solution:** Disaster-recovery capability delivered under managed services
- **Benefit:** Faster system recovery and improved operational resilience

(This factsheet covers managed services only. Cloud hosting services are available separately.)

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