

Platned Gateway

Support is more than just a bridge

One agreement. One point of contact. Flexible access to the services and specialist skills you need throughout your IFS journey.

A simpler way to access IFS expertise

Platned Gateway brings together consultancy, project delivery, hosting, support and operational services through a unified customer relationship. Rather than treating each requirement as a separate conversation, Gateway provides a coordinated approach to keeping your IFS environment supported, optimised and ready for change.

Ten core services, connected through Gateway

01 **Implementation services**
Planning, configuration and deployment support.

02 **Upgrade services**
Assessment, migration, testing and transition support.

03 **Functional consultancy**
Advice on business processes and IFS functionality.

04 **Technical consultancy**
Technical guidance, troubleshooting and improvements.

05 **24/7 global support**
Access to assistance for agreed supported services.

06 **Hosting services**
Hosting expertise for supported environments.

07 **Managed services**
Ongoing system administration and operational care.

08 **Oracle database services**
Specialist Oracle database support and maintenance.

09 **System health checks**
Reviews to identify potential issues and improvements.

10 **Infrastructure management**
Technical oversight of supporting infrastructure.

What a unified approach means for you

A single agreement and point of contact helps simplify engagement, connect the right specialists to each requirement and support continuity as your priorities change. Services and scope are agreed around your business needs.

Expertise for every stage

Gateway connects the right people and services to both day-to-day operational needs and longer-term IFS transformation.

Seven specialist skill areas



Functional consultants
Business process and application expertise.



Technical consultants
Technical analysis and solution guidance.



Infrastructure engineers
Environment and infrastructure expertise.



Trainers
User enablement and knowledge transfer.



Software developers
Development and application enhancements.



Integration engineers
Connected systems and data flows.



Operations experts
Operational reliability and service improvement.

Supporting your IFS journey

Continuous improvement
System health checks, functional advice, monitoring, managed services, enhancements and user adoption.

Upgrades
Upgrade planning, compatibility assessment, testing, technical consultancy, migration and user training.

Reimplementation
Implementation services, process review, technical expertise, integration, change support and post-go-live assistance.

Practical support, not just issue resolution

Depending on the services agreed, Gateway can support proactive production monitoring, oversight of Microsoft Power BI and SQL Server, Windows server patching, regression testing, IFS user administration and supported third-party integrations such as Boomi. Customer success guidance and regular service reviews can help keep technical priorities aligned with changing business requirements.

One coordinated relationship

Your requirements may span business operations, applications, databases, integrations and infrastructure. Platned Gateway connects these disciplines through a single customer-facing service approach, helping reduce coordination overhead and maintain a consistent focus on outcomes.

Discuss your IFS priorities with Platned

Explore how Platned Gateway could support your next step at **platned.com** or email **info@platned.com**.

Platned