

Fortude Managed Services

We manage your Infor ERP applications, so your business can focus on strategic business initiatives.

- Are your IT teams fire-fighting Infor M3 related issues instead of spending time on other critical business areas?
- Do you have repetitive Infor M3/CloudSuite challenges that constantly require fixing?
- Are you spending extensive time on hiring, training and up-skilling key business users on Infor M3/CloudSuite?
- Are your key users complaining about manual workarounds?

Fortude is a trusted Infor ERP application Managed Services Provider, working with customers around the world to help minimize complexities and focus better on business priorities.

Service Offerings



Application Managed Service

- **Provide** Level 2 incident resolution
- **Manage** the health of ERP through routine maintenance to help the business tap into the full benefits of the ERP solution
- **Report** technical incidents that arise, and propose suitable workarounds and solutions
- **Analyze** data related to recurring technical issues to identify root cause and proactively prevent recurrence

Resource Augmentation

- **Access** Fortude's pool of skilled Infor M3 Certified consultants when needed
- **Right-size** your workforce and fill experience gaps through temporary project management assistance for mini-programs and roll-outs
- **Conduct** solution reviews
- **Augment** training efforts for in-house resources so they can fully leverage the functionalities of your new ERP

Change Enablement

- **Deploy** solution enhancements to leverage full use of your ERP
- **Release** management practices that adhere to ITIL best practices
- **Assess** the needs of the business to recommend, build and maintain extensions that address unique processes

Why Fortude Managed Services

- Informative change management driven through ITIL best practices
- Guaranteed response times
- Driving business efficiencies with minimum disruption
- Continuous availability of specialized resources (consulting on-demand)
- Ensures Business IT teams can focus on strategic work
- Analytics and dashboards to support decision making

Our Customers



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"Overall we are very happy with the Fortude support team and our users are also very happy with the Fortude support team, their willingness to help and their knowledge."

Patties Foods

Fortude has helped one of the largest dairy manufacturers in Australia significantly reduce its recurring incidents.

Flexible and scalable ways to engage us

Features	Starter	Pro	Premium	Elite
Guaranteed Response Times Critical High Medium Low	•	••	•••	••••
Incident Resolutions Level 2 Incident Resolutions Level 3 Incidents Alerting Level 3 Incidents Escalations Level 3 Incidents Driving to closure with Infor Product Team	•	••	•••	••••
Indicative Resolution Times Critical High Medium Low		•	•••	••••
System Health Checks Once a week Two times a week Two times a week + Recommendations		•	•	•
Built in Service Effort for Multi Tenant Disruptive regression testing 16 Hours per six months 24 Hours per six months 32 Hours per Six months		•	•	•
Root Cause Analysis & Reporting Root Cause tagging during incident closure Quarterly RCA Reporting Recommendations & Suggestions	•	•	•••	••••
Governance & Reporting Effort Utilization Reporting KPI Reporting Status Call Weekly Review Monthly Reviews Trend Analysis	••	•••	••••	•••••
Customer Success Manager			•	•
Knowledge Base Access				•
New User trainings for a quarter 3 Hours 6 Hours			•	•
Unutilized Service Effort to Manage Change Requests 8 Hours 16 Hours 32 Hours		•	•	•