



# Sage 200

## Service Description

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# Sage 200

**Service Description**

**Section 01: About Thinc**

**Section 02: Delivery Methodology**

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# Section 01: About Thinc

## Who Are We?

We are Thinc - an IT Solution Provider and one of the UK's leading SAP and Sage partners. For over 30 years we have helped businesses adopt new technology to create opportunities for more efficient operations and improved productivity.

Our solutions give you the tools and flexibility to really understand your organisation's performance, helping you make the right decisions for future growth and prosperity.

**' Empowering People Through Technology'**

## What Do We Do?

We are a specialised business IT solutions provider dedicated to helping SME businesses and organisations get on track with their growth ambitions. We use our knowledge and expertise to design, implement and support innovative solutions, empowering your business to scale with confidence.

We specialise in Enterprise Application, Managed IT Services, Cyber Security and Consultancy.

Enterprise Applications	Cyber Security	Managed IT Services	Consultancy
<p>Sage 200</p> <p>SAP Business One</p> <p>Customer Relationship Management</p>	<p>Audits</p> <p>Managed firewalls</p> <p>End point protection</p> <p>Disaster recovery</p> <p>Cyber Essentials</p>	<p>Cloud migration and transformation Service</p> <p>Desk</p> <p>Support and maintenance</p> <p>Internet communications</p>	<p>ERP implementation System integration</p> <p>Digital transformation</p>

Each of our IT business solutions are managed and delivered by our expert consultants. They'll guide you through the decision-making process to make sure you get the right system for your needs, and future ambitions.

In addition to our core offerings we work closely with strategic partners to offer best in class fully integrated complete end to end solutions.

## Section 01: About Thinc

### Sage 200 Features

Sage 200 is an end-to-end business solution that provides full visibility into every aspect of your business from a single, integrated system.

The diagram below shows the standard and professional functionality provided with Sage 200. To further enhance that functionality, we also work with a series of leading independent vendors and vertical market solutions providers.



## Section 01: About Thinc

### What Is Our Approach?

We know that IT improvements can be a daunting proposition and we know that change can be disruptive for employees. Over the last 30 years, we've built and fine-tuned a suite of industry-leading processes to tackle this.

These processes are comprehensive and robust, but also agile, flexible, and scalable. That means they can be tailored to fit around your precise needs. Here is our three-step approach to making that happen:



#### We Connect

First, we listen. It's our priority to learn who you are, how you work and the unique challenges you face. Through this deep understanding we guide you to the right solution.



#### We Collaborate

We manage every aspect of your transformation, from the installation of your new systems to training your people to ensure you get the best results. We come together as a specialist team to create tailored solutions built to your precise needs.



#### We Amplify

We continue to work hand-in-hand with you, supporting you as you grow and helping your business maximise its potential.

# Section 02: Delivery Methodology

## The Thinc Delivery Approach

All Projects or Pieces of Work are managed using a Thinc proprietary method, based on the Industry standard PRINCE 2, AIP & PMP delivery methods, and aligned to the ITIL Service Management Approach.

Thinc follow a standard three stage life cycle for managing all deployment projects. Each stage has a defined milestone or handover point between the Thinc teams to ensure quality and a continuous level of service.

A summary of each stage is provided below:

### Firstly, the Service Design phase (We Connect)

- The Service Design phase includes the design of new services, as well as changes and improvements to existing ones.
- This phase covers the area from pre-sales through to the completion of the detailed design to be deployed.
- A key deliverable from this phase is the "Service Brief". This is a living document defining the scope of work to be carried out, the processes that will be followed, through to detailing the solution deployed. It follows a piece of work throughout its lifecycle and acts as a key handover document between Thinc teams to ensure consistency and quality.
- This phase is led by the Business Development Team. Thinc follow a standard three stage life cycle for managing all deployment projects. Each stage has a defined milestone or handover point between the team. Thinc follow quality and a continuous level of service.



### Secondly, the Service Transition Phase (We Collaborate)

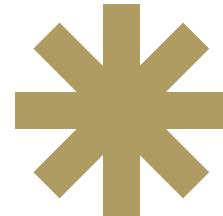
- This phase relates to the delivery of services required by a business into live/operational use, as specified in the Service Design phase.
- This can be thought of as the traditional "Project Delivery" phase of an implementation. This can be anything from deployment of a new system to delivery of specific services to an established or new service.
- This Phase is led by the Consulting / Delivery Team.



## Section 02: Delivery Methodology

### Finally, The Service Operation Phase (We Amplify)

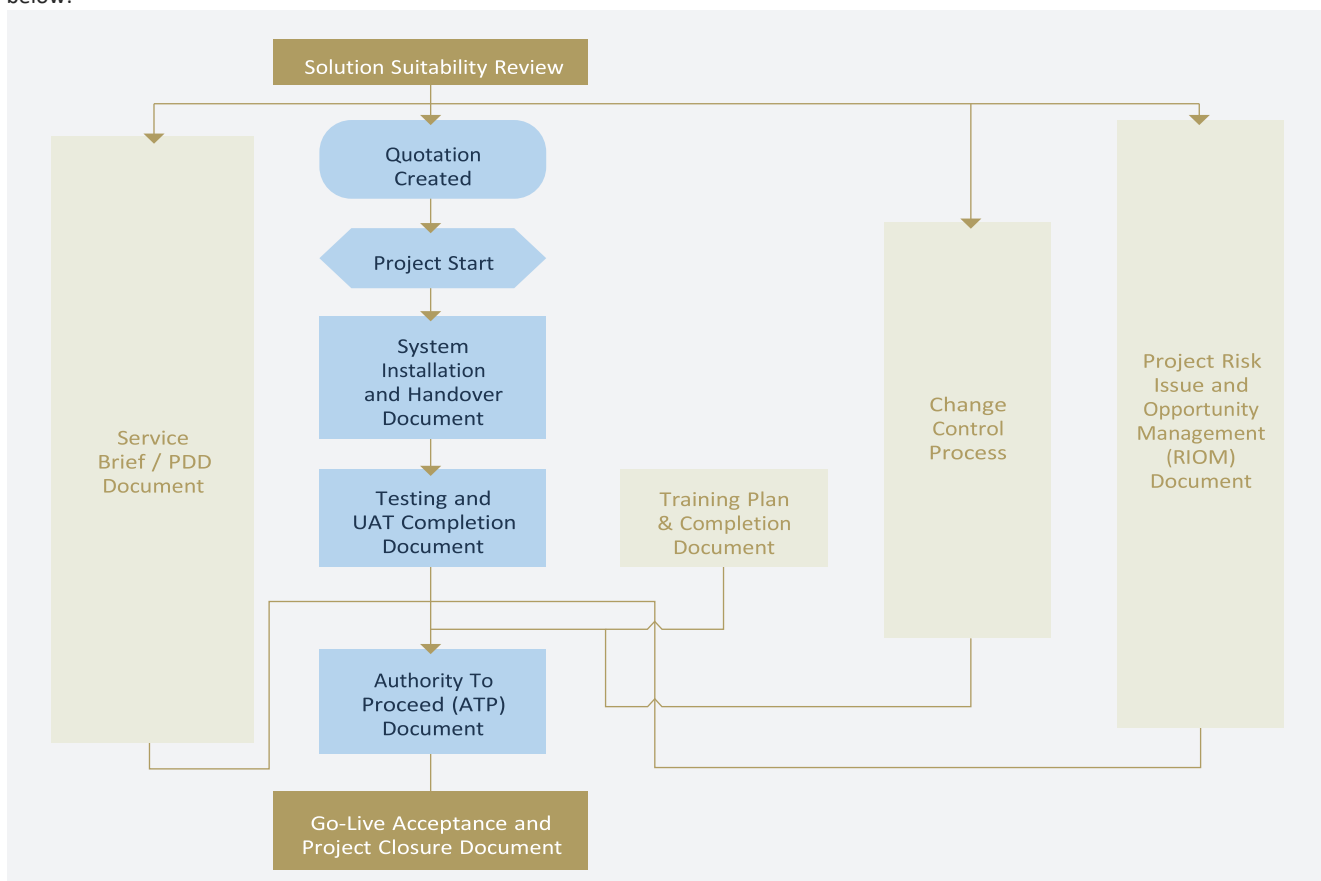
- This stage includes the fulfilling of user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.
- This is the traditional "Business as Usual" (BAU) part of a live service, as defined in the Service Brief. Formal closure of the Transition Project happens during this phase and can also include "Early Life Support" (ELS) for certain deployments.
- This Phase is led by the Service Management / Support Team
- Regular reviews with an account manager to ensure you maximise the benefits of your system.



### The Thinc Delivery Toolkit

The Thinc Delivery Toolkit is comprised of a number of key documents that follow a Project or Piece of Work through the Delivery Process from Design to Live Service.

These key documents act as Milestones during the Delivery Process and are intended to ensure quality and control over delivery to all Thinc Customers. The relationship between these key documents in the Delivery Lifecycle is shown below:





## Section 03: Service Delivery

### What is Service Delivery?

Thinc's Sage 200 support provides technical support and product guidance for Sage 200 and complementary applications to contracted customers.

#### Key Business Benefits:

- The service is delivered by a team of formally accredited (by Sage) technical professionals who are trained on all aspects of the Sage 200 application and many 3rd party add-ons.
- Normal operating hours are 8:30-17:00 Monday - Friday. Extended support is available by arrangement.
- The service offers email and telephone support with multiple options for remote connectivity and digital collaboration.
- A systematic and procedural approach to the investigation and diagnosis of issues.
- The creation of a specific case (support ticket) for all issues raised and all activity and time used is tracked and recorded.
- Proven methods to help deliver a faster, more responsive, and efficient support service.
- An assigned account manager to ensure you maximise the benefits of your system
- Regular updates and training on new features
- Help with your IT roadmap to identify features and 3rd party products aimed at getting more out of your environment.