

Managed IT Infrastructure & Application Support Services

Always-On Reliability for Modern Organisations

Modern businesses rely on complex IT systems to run daily operations. When these systems fail, productivity, revenue, and customer experience suffer.

ACS ensures your IT stays resilient, secure, and continuously available.

Our teams set up, manage, and support your infrastructure, ERP platforms, and business-critical applications with enterprise-level governance and 24×7 coverage.



OUR CORE SUPPORT SERVICES

◆ Managed IT Infrastructure Support

- 24/7 monitoring & incident response
- Network, server & cloud infrastructure management
- Patch, upgrade & performance optimisation
- IT asset governance and best-practice operations

◆ ERP Support Services

SAP | Oracle | Microsoft Dynamics 365

- Implementation and post-go-live support
- Continuous performance monitoring
- Workflow integration across systems
- Guaranteed uptime through proactive maintenance

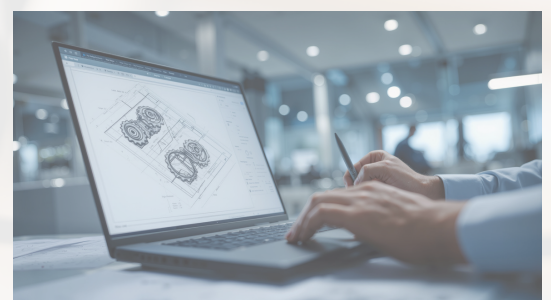
ADVANCED TECHNICAL & SPECIALIST SUPPORT

◆ Technical Support

- Critical updates, patching & security hardening
- Cloud/infrastructure management & automation pipelines
- Tiered issue resolution (L0–L3) & root-cause analysis
- Data governance & processing aligned with GDPR
- Improved data quality, reporting & accessibility
- RBAC, policy enforcement & audit-ready controls

◆ Managed Application Support

- End-to-end support for mobile, web, and workflow applications
- Issue resolution, enhancements & release management
- SLA-driven service desk with clear governance
- Improved application performance and user experience
- 24×7 monitoring & incident resolution
- Server, network & cloud management
- Patch management & performance tuning



Benefits & Value Proposition

Outcome-driven managed services with strong governance, security, and continuous improvement.

- Higher uptime & availability (ERP, M365, infra)
- Faster resolution and reduced MTTR
- Lower TCO through automation & right-sized operations
- Better employee experience with self-service & clear SLAs

Governance:

ITIL-aligned processes, measurable SLAs

Security & Compliance:

RBAC, hardening, audit-ready controls

Expertise:

Certified engineers, 24x7 operations

Continuous Improvement:

Trend analysis, automation & AI

Key metrics:

- **99.9%+ uptime** • **MTTR reduced over time**
- **More incidents deflected via self-service**

WHY ORGANISATIONS CHOOSE ACS

Enterprise Reliability, Personalised Service

- 20+ years of proven delivery experience
- Certified specialists across cloud, ERP & enterprise technologies
- Strong governance: ITIL-aligned processes & SLA-based delivery
- Scalable onshore-offshore support model
- Custom engagement options to match your operational needs

OUR SUPPORT DELIVERY MODEL

- 24/7 Service Desk
- Incident, Problem & Change Management
- Proactive Monitoring & Preventive Maintenance
- Root Cause Analysis (RCA) & continuous improvement
- Regular performance reporting & strategic reviews

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