

**Kick**

SERVICE DEFINITION DOCUMENT

Infor EPM

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

1. Service Description

Overview:

Kick ICT's Infor EPM is a sophisticated budgeting, forecasting, planning, and reporting solution engineered to support the complex financial management requirements of modern organisations. This fully web-enabled platform facilitates an integrated budgeting cycle and enhances financial reporting capabilities, offering portals for budget holders and deep drill-down functionality for detailed analysis.

Objectives:

The service is designed to enhance organisational financial processes through streamlined budget management, precise financial forecasting, and detailed performance reporting. It aims to empower financial stakeholders by providing comprehensive tools for financial oversight, enabling proactive management and strategic decision-making based on real-time data analytics.

Scope of Service:

This service encompasses the comprehensive deployment, ongoing management, and dedicated support of the Infor EPM system. It is custom-tailored to integrate with existing business operations, covering the entire spectrum from initial financial planning and daily budgeting to complex financial reporting and analysis across various organisational levels.

2. Service Components

Advanced Multi-Dimensional Reporting and Analysis:

Utilises sophisticated tools that enable complex, multi-dimensional analysis of financial data, helping to uncover insights across various facets of business operations.

Centralised Data Repository:

Features a centralised data repository that is accessible via user-friendly dashboards, streamlining the management of vast amounts of financial data and enhancing user accessibility.

Industry-Specific Customised Reporting:

Provides highly customisable reporting capabilities, tailored to meet the unique demands of various industries and specific business processes, which facilitates more relevant and actionable insights.

Comprehensive Strategy, Planning, and Risk Integration:

Integrates strategic planning, performance analytics, and risk management into a cohesive platform, offering a unified view of critical business metrics and strategic indicators.

Extensive Organisational Visibility:

Delivers extensive visibility into key operational areas, including detailed insights into financials, sales performance, production orders, and quality assurance processes, enabling comprehensive management and oversight.

Business-Specific Customisation:

The platform is highly adaptable to meet specific business requirements, offering customisable modules and features that align with distinct organisational strategies and operational needs.

Seamless Application Integration:

Designed for seamless integration with a wide range of existing business applications, ensuring smooth data flow and coherence across business systems.

Enhanced Mobile Functionality:

A fully mobile-compatible platform ensures that all organisational members have access to critical financial systems and data across multiple devices, promoting flexibility and real-time data access.

3. Service Delivery and Approach

Tailored Implementation and Customisation:

Each implementation of Infor d/EPM is uniquely tailored, involving extensive planning and custom configuration to ensure that the platform integrates seamlessly into the client's existing IT infrastructure and meets specific business needs.

Proactive System Management and Optimisation:

Ongoing system management includes regular updates, maintenance, automated monitoring, and proactive optimisation to maintain high performance standards and system security.

Comprehensive User Training and Robust Support:

Provides in-depth training programmes and robust post-implementation support to ensure users can fully leverage the capabilities of Infor EPM.

Continuous support and guidance are provided through dedicated support teams.

4. Performance and Service Levels

Extensive Key Performance Indicators (KPIs):

Monitors a comprehensive range of KPIs focused on system efficiency, user satisfaction, accuracy of financial forecasts, and overall system performance to continually refine service delivery.

Detailed Service Level Agreements (SLAs):

Our SLAs detail rigorous performance standards, including specific guarantees on system availability, data accuracy, response times for support queries, and issue resolution speeds, ensuring reliable and effective service delivery.

5. Pricing Model

Modular Pricing Structures:

Pricing is modular, allowing organisations to select and pay for only the features and services they require. This approach provides flexibility and scalability, accommodating organisational growth and changing needs.

Comprehensive Discount Structures:

Offers a range of discount options based on the scale of deployment and the duration of service agreements, providing cost-effective solutions for both smaller organisations and large enterprises.

6. Data Protection and Privacy

Our service adheres to stringent data protection standards, ensuring compliance with GDPR and other relevant regulations. We employ advanced security measures to protect all financial data and personal information managed through the system.

7. Detailed Engagement Process

Our engagement process is designed to guide clients through every stage of system implementation, from initial needs assessment and system design to deployment, extensive user training, and ongoing support, ensuring a seamless transition and high adoption rates.

8. Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 600

ask@kickict.co.uk

Website: kickict.co.uk

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2022/2023 Financials

£26m	£19.4m	£3.3m
+38%	+7%	+5%
Continued growth in turnover	Recurring revenue	Maintaining profitability

Why Kick for Infor?

30 years

Delivering Infor and Pegasus applications

250 years

Combined experience

12,000

Globally supported users

Expertise

We are experts. Over 250 years of product expertise across our project management, consultation and support teams, providing Infor solutions to over 12,000 users.

Solutions

We work with the best. Provider of Infor and Pegasus applications for over 30 years, with unrivalled experience deploying the full spectrum of Infor enhancements from providers including Document Centric Solutions, Professional Advantage and Qlik applications that can be deployed to enhance your Infor platform

Innovation

We provide next-generation services. Combining the latest Infor developments and releases with cloud-based delivery solutions utilising our state-of-the-art datacentre technology.

Accreditations

We have the badges. A leading UK reseller of Infor applications, a Pegasus Centre of Excellence Partner and Professional Advantage's Strategic Partner of the Year, we are committed to ensuring our people are educated and accredited, with customers able to access the expertise they need to develop their Infor solutions.

Strategy

We are here to help. Deploying a robust project delivery mechanism to ensure on budget and on time deployments, with a continued focus on working collaboratively with customers to deliver the financial technologies and business intelligence to support their strategic requirements.

Find out more by searching
'Kick Infor'

