



Lánluas Supported Application Service

SERVICE OVERVIEW

Lánluas Supported Application Service (SAS) is a comprehensive solution for ongoing TechnologyOne application configuration support and maintenance. With dedicated TechnologyOne product expertise, clear pricing, and flexible subscription options, Lánluas SAS ensures seamless business-as-usual (BAU) support. Experience clarity, reliability, and peace of mind with Lánluas SAS; unlocking the full potential of TechnologyOne applications.

It is important to note:

- > This is not a *break/fix* service.
- > This service does not replace *codeline support* provided by your ERP software vendor.
- > The service instead complements vendor support by managing configuration, administration, and BAU optimisation.

SERVICE PARAMETERS

- > Delivery Mode: Remote / off-site.
- > Contract Term: 12 months, with automatic renewal unless notice is provided.
- > Notice Period: 30 days for cancellation.
- > Service Hours: A fixed allocation of hours per month, decremented in units of 15 minutes.

BENEFITS

With Lánluas Supported Application Service, organisations gain access to a range of core benefits designed to streamline operations, optimise resource utilisation, and enhance productivity.

No Additional Headcount/Overhead Costs

- > Additional resources available to manage workload without increasing headcount.
- > No additional recruitment costs, delays in recruiting resources, increases in staff headcount and additional staff training costs.
- > Efficient resource allocation without the burden of hiring, onboarding, employing, training, equipping, resourcing or supporting new staff.

Highly Skilled Resources

- > Access to highly skilled TechnologyOne experts.
- > Elimination of the need for training/upskilling staff.
- > Enhanced productivity and problem-solving capabilities with experienced professionals proficient throughout TechnologyOne modules, including Financials, Supply Chain, ETL, Reporting and BI, Enterprise Asset Management, Property & Rating, Student Management, and Human Resources and Payroll.

Ability to Have a Partial FTE/Part-Time Resource

- > Flexible resource allocation to match demand and workload
- > Optimisation of resource utilisation with the ability to match hours to demand.

- > Streamlined operations with tailored staffing solutions, enabling the efficient management of fluctuating workloads without the commitment and cost of full-time employed resources.

SCOPE OF SERVICE

The comprehensive suite of services offered by Lánluas Supported Application Service is designed to streamline business-as-usual (BAU) TechnologyOne application support and management. With Lánluas SAS, clients gain access to a range of services, including issue management, end-user support, security configuration, system monitoring, and more, ensuring seamless operations and optimised performance.

Comprehensive Support Coverage

- > Lánluas SAS covers a fixed number of hours each month over a period of 12 months, enabling clients to access support as needed.
- > Monthly subscription in hourly increments ensures flexibility and cost-effectiveness.

TechnologyOne Application Support

- > Issue management, including investigation, analysis, and resolution via configuration and/or system administration.
- > Identification of software defects, with issues flagged for clients to raise a Support Case with TechnologyOne.

Security Management

- > Configuration and management of TechnologyOne security and permissions.
- > Recommendations for user profile improvements and analysis of segregation of duties.

System Monitoring

- > TechnologyOne Distributed Processor Server monitoring with corrective actions as needed.

Routine System Administration

- > Configuration and management of scheduled tasks and background jobs.

Management of Existing Reports

- > Order, list reports, and report layout management.
- > Report archiving for streamlined data management.

Printer Management Configuration

- > Creation and troubleshooting of cloud printers in TechnologyOne cloud environments.

Minor Configuration Changes

- > Implementation of minor configuration changes to existing XLOne reports, dashboards, forms, business processes, workflows, data entry formats, etc.

End-User Support

- > Guidance and support for end-users.
- > Suggestions for improvement in business-as-usual (BAU) processes within TechnologyOne modules to enhance user experience and efficiency

EXCLUSIONS

Software Defect Resolution

- > Lánluas does not touch the TechnologyOne codeline. Any issues that are due to software defects will be identified and details provided to the client. With support from Lánluas, the client is responsible for creating a Support Case with T1 to resolve the defect.

Configuration Enhancements

- > The development of new XLOne Reports, Dashboards, Forms, Business Processes, Workflows, Data Entry Formats, etc.
- > Where configuration exceeds four (4) hours of effort per support item.

- > These opportunities are delivered via a Consulting Engagement and Statement of Work (SOW) or Work Order (WO).
- > Solution and T1 module training, including Key User Training and End User Training.
- > Solution documentation.
- > Data migration.
- > Integration or interfaces, including ETL, web services and API development.
- > Product resell or implementation and integration/interfaces.

Consulting Services

- > Solution advisory, architecture and design.
- > Solution configuration.
- > Solution testing, including Lánluas Guided User Acceptance Testing.

USE CASES AND SCENARIOS

From full TechnologyOne business-as-usual (BAU) support and administration to addressing unsupported versions of TechnologyOne, Lánluas Supported Application Service provides tailored solutions to help clients optimise their TechnologyOne operations and overcome challenges efficiently. Delve into the scenarios below to discover how Lánluas SAS empowers clients to navigate the complexities of TechnologyOne management with confidence and ease.

Full TechnologyOne Application Configuration Support and Administration

In scenarios where clients lack internal TechnologyOne system application configuration support and administration capabilities, Lánluas SAS steps in as the primary administrator. Lánluas SAS handles all aspects of the TechnologyOne system BAU administration and support, ensuring smooth operations without the need for in-house expertise. This enables clients to focus on their core business activities while relying on Lánluas SAS for comprehensive TechnologyOne BAU support and maintenance.

Partial TechnologyOne Application Configuration Support and Administration

For clients with internal TechnologyOne system administration capabilities but occasional gaps in knowledge or skills, Lánluas SAS provides level 2 or 3 support as needed. Lánluas integrates seamlessly with your support team, offering expertise and assistance before escalating cases to TechnologyOne Support. This ensures prompt issue resolution and minimises disruptions, lowers backlog, bolstering the capabilities of internal staff.

Additional Headcount

Clients with existing internal staff managing their systems may require additional resources to manage the volume of work or specialised tasks. Lánluas SAS offers the flexibility to augment the client's internal team with additional skilled resources as needed (for example, when implementing new T1 modules or upgrades). This enables clients to scale their workforce dynamically, optimising resource utilisation without the overhead costs of hiring full-time staff.

Unsupported Version of TechnologyOne

In situations where clients are operating on an unsupported version or release of TechnologyOne, Lánluas SAS becomes invaluable. Lánluas SAS helps clients navigate the challenges of unsupported software, keeping the system configuration running as best as possible despite the inability to resolve software defects. By leveraging Lánluas SAS, clients can mitigate risks and continue to provide support to end-users.

MORE INFORMATION

For more information about Lánluas Supported Application Service, visit lanluas.co.uk.