



QAD EXTENDED SOLUTION SERVICES

Every manufacturer is unique. Agile and [effective manufacturers](#) want software solutions that deliver business capabilities and meet their specific needs out-of-the-box, but also over time. Unfortunately, the benefits of modifying [ERP functionality](#) to ensure ongoing business fit carries considerable cost and risk.

Maintaining custom software typically costs five times the price of original development. With shortages in IT budgets, staff and available expertise, [how can manufacturers rapidly respond to new opportunities](#) and keep up with needed software modifications? How can they ensure that modifications don't interfere with timely software upgrades to take advantage of enhancements? How can a manufacturer's IT department deploy hard-to-find IT expertise onto strategic projects while preserving the modifications of the past into the future?

HOW CAN MANUFACTURERS MOST EFFECTIVELY MANAGE AND RESPOND TO CUSTOM SOFTWARE ISSUES?

In terms of responding to bugs and other custom software issues, it is enormously helpful to utilize software support and maintenance from providers intimately familiar with the application being modified. This ensures a rapid response to custom software issues and limits any disruption of business operations.

HOW CAN MANUFACTURERS IMPROVE THE EFFECTIVENESS OF APPLICATIONS MODIFICATIONS OVER THE COURSE OF THEIR LIFECYCLE?

Just as in initial modification development, working with developers who understand the subtleties of the modified application is imperative. The maintenance of custom modifications will see lower costs and improved quality throughout the lifespan.

WHAT ARE BEST PRACTICES FOR DEALING WITH ENTERPRISE APPLICATION UPGRADES, PARTICULARLY FOR MODIFIED APPLICATIONS?

Upgrades are seldom plug-and-play. Best practices for upgrades require QA and performance testing, and a detailed understanding of configuration and its impact on functionality and users. Deep familiarity with the application being upgraded, modifications included in the upgrade, and the related system considerations are essential to success.

Outcomes

With pressure to optimize efficiency, enhance productivity and boost continuous improvements, manufacturers are realizing the benefits of protecting business continuity. Extending [manufacturing ERP](#) maintenance and support to include custom solutions results in:

INCREASE
predictability of fix
delivery

DECREASE
productivity loss

INCREASE
annual cost certainty
of custom solution
maintenance and
support

DECREASE
dependency on
manufacturer's IT
resources

Key Strengths

[QAD Extended Solution Services \(QAD ESS\)](#) creates value for manufacturers by maintaining the quality of software modifications and upgrades while decreasing costs and risk. QAD ESS excels at supporting modifications across their lifespan for QAD Adaptive Applications. QAD ESS also offers expertise and best practices for application upgrades and maintenance. Manufacturers benefit from known costs, less risk and rapid response to change, improving business performance.

Available for all [QAD Adaptive Applications](#) and modulescanner, tablet or a stationary shop floor personal computer or terminal

Expertise is delivered using the same approach as standard software support

Supports modifications and related custom solutions

Predictable delivery with the same Service Level Agreements (SLA) used for QAD Adaptive ERP

Investment decreases year over year while the service level remains the same

Core Capabilities

SLA-based maintenance and support for custom solutions for all major QAD software and modules

Offers a predictable investment to help normalized IT costs

Combines the following services to effectively support custom solutions

- Extended Maintenance
- Patch Management
- Uplifts
- Service Management

Utilizes the same support tools and processes as [QAD standard support](#)

For more information on how QAD ESS can help your organization, please [contact QAD](#) at +1 805-566-6100 or email info@qad.com



Copyright © 2019 QAD. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of QAD and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners.

www.qad.com

100 Innovation Place, Santa Barbara, CA 93108