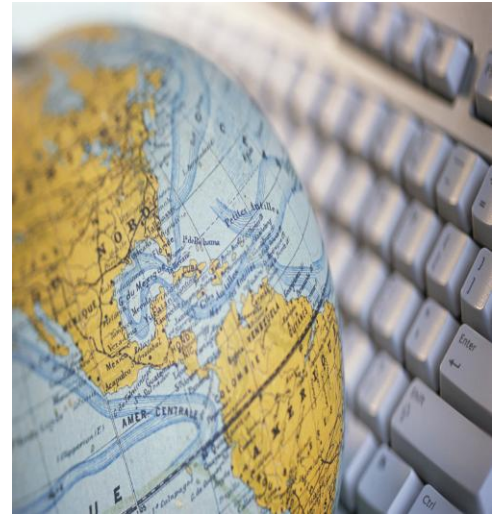


Are your Application and System Support Services effective and cost efficient?

Your business expects its Lawson support staff to provide a high level of accurate support to its user community at a reasonable cost. The services are required to be professional, demonstrate integrity and deliver continuous value.

Knowledge Solutions Remote Support Services are designed to reduce your costs, increase accuracy and reduce rework while improving your return on investment.

- We customize the service to fit your business needs & budget.
- We measure and track the success of our services to your requirements.
- We partner with you to create a personalized service.



Our Remote Support Services reduce the *Total Cost of Ownership* of your Lawson Application and Support Services through process automation, operational and organizational efficiencies provided by our on-staff expertise.

Knowledge Solutions provides:

- Lawson System Administration
- Lawson Application Support
- Database Administration
 - ◆ DB2, Oracle, SqlServer
- Server Administration
 - ◆ iSeries, UNIX, Windows
- Lawson Upgrade Support
- Lawson Patch Maintenance

Remote Support Services includes:

- Dedicated On Staff Expertise
- 24x7 System Monitoring
- Incident reporting and analysis
- **Variable pricing models** to meet your budget
- Redundant resources to insure constant support
- Helpdesk Support services (all Tiers)
- Backup and Recovery services
- Security monitoring and maintenance

Our Remote Support Services allows you to do more with less.

- Mitigate Risk by allowing our trained resources to support you 24x7.
- Enable Growth by leveraging our variable pricing and support model which allows your service levels to grow with your business without impact to your organization.
- Focus on your Business and what is really important while leaving the day-to-day support to us.

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