



Tokara Solutions

Managed Services

You need to spend your time on critical business issues. Let us reduce costs, lower risk, and maximize your business' IT investment.

TOKARA SOLUTIONS MANAGED SERVICES ENSURE YOU SEE THE RETURN ON YOUR IT INVESTMENTS

Tokara's Managed Services offerings mean your business' IT investments can be optimized without you ever having to worry about it. If you've ever done it yourself, you know - managing the day-to-day complexities of business-critical software systems can place a burden on already strained internal IT resources and dilute your focus from what you're in business to do. That's where we come in.

Our Managed Services offerings enable you to outsource all your CRM and marketing automation application and database administration tasks. We work remotely, taking care of ongoing administration such as installation, configuration, upgrades, and day- to-day troubleshooting.

HOW DO WE KNOW? OUR CLIENTS TELL US

Our current clients tell us it couldn't be a simpler decision. They reduce costs, mitigate risk, and maximize the value of their software solutions, all with a partner who knows and understands their business. Our Managed Services team is experienced in all aspects of managing CRM and marketing automation systems, which results in vastly simplified application management and reduction of the burden on internal IT staff.

BUSINESS BENEFITS THAT SPEAK FOR THEMSELVES

With Tokara's Managed Services, you can effectively outsource day-to-day administration while making the most of your software's configuration and customization features. Enjoy faster and higher ROI; decreased need for IT resources; predictable IT maintenance costs; less dedicated hardware, with lower capital and operating costs; guaranteed service levels; up-to-date versions of software, service packs, and 'hot fixes'; and system maintenance performed by highly trained, certified experts. Best of all, you'll have true IT peace of mind.

Imagine leaving the responsibilities of IT administration to the people who know it best — the same experts who know & understand your business.



1 APPLICATION MAINTENANCE

As part of Tokara's Managed Services, we provide service pack and hot fix support for critical applications and other components as needed, scheduled, and authorized by you, the client. We also offer weekly database maintenance, storage management, file cleanup, and automated disk storage management. As part of their application maintenance, clients also receive quarterly transaction and availability reports.

2 SYSTEM SECURITY & REGULAR, SCHEDULED BACKUPS

We provide our Managed services clients not only with comprehensive virus protection but also with the peace of mind that comes with our scheduled database backups. Backups are performed hourly, daily and weekly, and are performed in conjunction with the client's internal IT staff. Tokara also provides 24x7 on call support in the event of 'server down' issues.

3 AUTOMATED & MANUAL MONITORING

Tokara offers automated and manual monitoring of all services with real-time email notifications. We also provide automated and manual monitoring of operating system and critical applications logs with severity-based, real-time email notifications.

4 ADMINISTRATION & SUPPORT

As part of our standard Managed Services offerings, we review all generated error messages and logs; monitor system performance and provide performance tuning; and conduct satellite, mobile, and handheld device administration. Tokara also provides FTP site assistance as needed to support application interfaces.

IT REALLY IS ALL ABOUT THE CLIENT

The impetus for developing the full suite of services we now call Tokara Managed Services initially came from our clients. They had critical business to focus on, and they knew that we had comprehensive knowledge about the software they were running, as well as a genuine understanding of their unique business environments. This let us maintain their systems in ways that worked best for them — reducing cost, lowering risk, and maximizing the value of their IT investments. We created this solution for them, and it remains one of our most popular offerings today.



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