



## TOKARA SOLUTIONS

## MANAGED SERVICES FOR SUGARCRM

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 for SugarCRM 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.

Tokara offers Managed Services designed specifically for SugarCRM that enable you to outsource all your CRM and marketing automation application and database administration tasks. We work remotely, taking care of all your ongoing requirements in SugarCRM, and freeing your IT resources to focus on core business objectives.

### **HOW DO WE KNOW? OUR CLIENTS TELL US.**

Our current clients tell us it couldn't be a simpler decision. They are able to reduce costs, mitigate risk, and maximize the value of their software solutions, all with a partner who knows and understands their business. Our SugarCRM managed solutions team is experienced in all aspects of managing SugarCRM 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 for SugarCRM, 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), and guaranteed service levels. Best of all, you have true IT peace of mind.

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



## **1 ORGANIZATIONAL MAINTENANCE**

As part of Tokara's Managed Services for SugarCRM, we provide multiple org management, including end user management, license management, and sandbox management, up to enterprise-level scenarios that may include multiple orgs and/or global deployments. Tokara's team also communicates critical roadmap milestones, such as future SugarCRM releases and enhancements to ensure appropriate planning to optimize your business' use of SugarCRM.

## **2 INTEGRATION MANAGEMENT**

With security and maintenance handled centrally by SugarCRM, Tokara's Managed Services team can ensure all your integration management and monitoring are efficiently handled, giving you peace of mind and freeing your team to focus on core business issues. We also assist with and facilitate critical tasks that can be tedious when tackled internally, such as database cleanup and de-duping. We also provide maintenance and support for third-party integration tools for many clients.

## **3 ORGANIZATIONAL MONITORING**

Tokara's Managed Services for SugarCRM also provides job monitoring, as well as monitoring related to SugarCRM-specific parameters, including data limits, API limits, and license limits.

## **4 ADMINISTRATION & SUPPORT**

As part of our standard Managed Services offerings for SugarCRM, the Tokara team provides a broad array of services, to include:

- Application tuning
- Management of security settings and performance of regular security/configuration audits
- User set-ups and deactivation, including ownership transfer of accounts/ contacts/ and opportunities
- Data audits to help uncover data integrity issues or opportunities to increase process improvement
- Execution of all configuration changes within SugarCRM
- Creation of email merge templates
- Development of reports and dashboards
- Performance of manual or automated data entry
- Creation/modification of lead assignment rules
- Modification of the sharing model, as required

### **IT REALLY IS ALL ABOUT THE CLIENT**

The impetus for developing the full suite of services we now call Managed Services for SugarCRM 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 lets us maintain their systems in ways that work 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.



**TOKARA  
SOLUTIONS**

PHONE: +1 (877) 330-1203

EMAIL: [INFO@TOKARASOLUTIONS.COM](mailto:INFO@TOKARASOLUTIONS.COM)

[TOKARASOLUTIONS.COM](http://TOKARASOLUTIONS.COM)

