

Maximize the value of your Magnitude solution.

# Managed Services

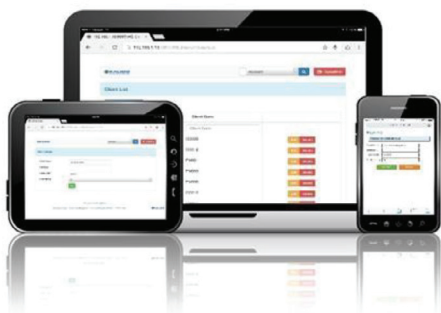
For Magnitude MDM

**Whether you have a new Magnitude MDM implementation, are looking to reprioritize your own valuable internal resources, or have experienced staff turnover, Magnitude Managed Services bring stability and consistency to your solution.**

**Confidence in the reliability and performance of your Magnitude MDM solution allows end users and IT teams to concentrate on using the solution to maximize value from it.**

## Key Benefits

- Increased system stability, performance and uptime
- Consistent upgrades – ensure your system remains on current versions
- Expert resources – deeply experienced product specialists worldwide maximize coverage across time zones
- Reduced risk – protection against loss of knowledge associated with staff turnover
- Cost-effective – reduced internal requirements and predictable costs
- Flexibility – easy access to wider resource pool for development tasks



For timely corporate performance insights based on your business needs, turn to Magnitude. Contact us today at [info@magnitude.com](mailto:info@magnitude.com) or **1.866.466.3849**. Visit our website: [www.magnitude.com](http://www.magnitude.com)

## Managed Services Coverage

Three service levels allow us to tailor our managed services to your unique solution configuration and requirements.

### System Administration

- Online system monitoring
- Failure analysis and reporting
- Data and technical issue identification and remediation
- Backups, log file housekeeping
- Job schedule administration
- Support incident management – single point of contact

### System Management

- Full management of your application/system
- New product releases and service packs applied
- Change promotion control
- Security administration
- System upgrades
- Regular Health Check scheduling

### System Development

- Basic functional support
- Access to experienced consulting staff
- Deliver smaller functional changes
- Support for associated upstream and downstream systems: ETL tools, report development, etc.

Learn more about how to maximize the value from your Magnitude systems. Email us at [managementservices@magnitude.com](mailto:managementservices@magnitude.com)

## About Magnitude

Magnitude Software leads the way in delivering corporate performance insights with solutions for corporate performance management (CPM), master data management (MDM) and data connectivity in heterogeneous environments. The Company's software and solutions drive real business results for hundreds of thousands of users around the globe. Magnitude's family of award-winning applications includes business intelligence, data warehousing, master data management, connectivity, analytics and reporting solutions.