



MANAGED SERVICES:

Keep Your Business Running Smoothly

THE LOGIC FACTORY MANAGED SERVICES



With the world moving more rapidly than ever before, companies are under intense pressure to deliver quality products and services, with little or no changes in pricing. Intelligent planning can help them keep up with changing customer demands, but as the engine of their business, a planning solution must be reliable and effective at all times.

If you find it challenging to retain skilled experts for your team, then having your DELMIA Quintiq solutions managed by The Logic Factory's highly-experienced consultants can significantly lower your risk of losing profitability or market share.

Founded in 2007, The Logic Factory (TLF) is a global supply chain planning and optimization consultancy offering managed services, hosting, and round-the-clock support for DELMIA Quintiq solutions. We are a Platinum Partner with the largest and most experienced team of DELMIA Quintiq consultants outside of Dassault Systèmes. Our commitment to delivering long-term value to global brands is evidenced by our strong CSE scores, particularly in Managed Services.

TLF believes in building lasting relationships based on mutual trust – as a valuable partner that supports your business growth. With uncertainty continuing to ripple throughout the supply chain, you can rely on TLF to deliver improvements in your operations and planning.



We are very satisfied with the expert knowledge available within TLF and the clear communication. There is a solid and sound collaboration between both parties.”

**Service & Contract Manager
LEADING PORT OPERATOR**

THE LOGIC FACTORY

PARTNERSHIP BENEFITS



YOUR BUSINESS PARTNER

TLF will help run your environment, ensuring that it is secure and always on, and we will take responsibility for disaster recovery of your environment. We view our customers as partners, and we're in it for the long term.



COST EFFECTIVE

There is a limited number of DELMIA Quintiq specialists, so hiring them in-house can be costly. TLF offers Managed Services so that you can eliminate the need for dedicated experts, which can save you as much as 50% in labor costs. We'll get the implementation right the first time, provide hosting, manage DQ applications on your behalf, and resolve issues as quickly and efficiently as possible.



PRO-ACTIVE SERVICE

At TLF, our business is about working with and delivering DELMIA Quintiq solutions every day, so our team constantly monitors to ensure they are running smoothly. Consequently, we detect any problems and can fix them faster, often before end users even realize there's an issue.



STABLE ENVIRONMENT

TLF Managed Services will monitor and maintain your DELMIA Quintiq industry solutions globally, on any platform – regardless of whether it's hosted by TLF, Dassault Systèmes, a third-party host, or on-premise.



EXPERT KNOWLEDGE

When you leave the responsibility in the hands of TLF's highly trained experts, you won't have the burden of preventing a loss of knowledge or skills if an employee is sick, on vacation or resigns from the company.



DEDICATED ADVISOR

You'll have a dedicated Client Executive who will stay in touch consistently to conduct regular Customer Success Evaluations, not just during an active project but throughout our partnership. Understanding your expectations and continuously improving is our top priority, which is why we set high standards and criteria for customer satisfaction.

WHY THE LOGIC FACTORY?

YOUR BUSINESS PARTNER

- We'll run your environment for you
- Ensure security and continuity
- Be responsible for disaster recovery
- Preempt issues from occurring

DEDICATED ADVISOR

- Dedicated technical team of DELMIA Quintiq experts
- Regular Customer Success Evaluations (CSEs)

PRO-ACTIVE SERVICE

- Effective environment monitoring strategy
- Troubleshooting expertise
- Detect problems and fix them faster



COST-EFFECTIVE

- Get implementation right the first time
- Eliminate the need to hire costly in-house experts
- Outsourcing to TLF can save up to 50% in labor costs

STABLE ENVIRONMENT

- 24x7 standby service
- Monitor and maintain all DELMIA Quintiq solutions on any platform

EXPERT KNOWLEDGE

- Diversity of certified technical expertise
- Prevent the loss of in-house expertise and capabilities due to resignations or leave periods



THE LOGIC FACTORY OFFERINGS: A SERVICE FOR EVERY BUSINESS



Hosting

The Logic Factory offers full hosting services for DELMIA Quintiq environments. Above taking the MAS responsibilities under Hosting, we also provide hardware and software environments to the customer.

HOS



Managed Services

In The Logic Factory's Managed Services offering we take over the responsibility for your DELMIA Quintiq environment. We run your environment to make sure it is available and secure. We can also take responsibility for disaster recovery of your environment.

We offer these services for all DQ Industry Solutions, every where in the world, on any environment: hosted by ourselves, hosted by any third party (including DELMIA Quintiq Hosted Solutions) or on-premise at the customer. This offering is available on DQ applications implemented by either ourselves or any third party.

MAS



Support and Application Maintenance








The Logic Factory provides Support and Maintenance services on DELMIA Quintiq (DQ) models/applications*. We offer these services for all DQ industry solutions, anywhere in the world, on any environment: hosted by ourselves, hosted by any third party (including DQ-HS) or on-premise at the customer. This offering is available on DQ applications implemented by either ourselves or any third party.

*We expect the customer to be enrolled in the "Advantage" license of DELMIA Quintiq.

SAM

SERVICES CATEGORY

SERVICES

1	Environment monitoring		<ul style="list-style-type: none">• DELMIA Quintiq Environment monitoring• DELMIA Quintiq Component monitoring• DELMIA Quintiq Integration monitoring• Environment improvements/corrective actions
2	Environment management		<ul style="list-style-type: none">• DELMIA Quintiq system installations• DELMIA Quintiq model installations• PTV Management
3	Security management		<ul style="list-style-type: none">• Security improvements/corrective actions
4	Availability management		<ul style="list-style-type: none">• Business contingency improvements
5	Backup management		<ul style="list-style-type: none">• Backup improvements/corrective actions
6	Third-party support management		<ul style="list-style-type: none">• Managing third-party hosting provider
7	Knowledge management		<ul style="list-style-type: none">• Maintain customer environment knowledge



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