

MANAGED SERVICES FOR APPLICATION IBM® OPENPAGES GRC PLATFORM

Greater reliability thanks to continuous performance

Today, many business processes within companies would simply be unthinkable without applications. However, these IT tools have to be constantly up and running to prevent disruptions in day-to-day business.

Safeguard processes with audius Managed Services for Application

With the aid of **audius Managed Services for Application**, application failures can be detected and prevented in advance, guaranteeing smooth, continuous operation at all times.

Managed Services include the following: implementation of configuration changes, regular updates of new functions, continuous error and performance monitoring of the GRC environment, and generation of change, error, and availability reports.

The comprehensive service of **audius Managed Services for Application** helps to ensure holistic processes in the company at all times.

! Benefits for your company

- Better availability and reliable operation of applications
- Individual service levels tailored to business requirements
- Flexible setup of various services based on analysis

- Separate assignment of various services
- Optimized service quality at low cost
- Complete transparency of costs (monthly billing or flat fee)
- Frees up your IT experts to focus on core tasks

✓ audius services

Business support

- Remote service desk – 1st level support with defined service hours
- User administration within the application
- Business entity customization
- Customer-specific uploads
- Mass changes / uploads via Fast Map
- PCMB (library) upload via PCMB Helper
- Link customization
- User inventory

Application management

- Management and administration of DB and application servers
- 1st and 2nd level incident, request, and problem management
- Implementation of new environments
- Patch management / service requests
- Importing of corrections and upgrades
- Roll-out of new builds and changes to the production environment
- Proactive platform monitoring
- Release changes

i audius expertise

We have been offering comprehensive services as a qualified partner to big companies for many years: We are supporting **6,500 risk managers and controllers** with IBM GRC application services alone. Our certified audius experts take care of the reliability and availability of your IT environment – allowing you to focus entirely on your business.



💬 Talk to us about your custom solution.

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