



CONTINUOUS SERVICES:

Consistent Support At Any Level

THE LOGIC FACTORY CONTINUOUS SERVICES

In a hyper-connected world, customers expect a level of service when they contact a business. Products are expected to be delivered in perfect condition, orders must be accurate and complete, and customer inquiries must be handled promptly. Those who fail to satisfy these high expectations risk losing out to their competitors.

Even the most experienced supply chain manager needs to lean on departmental and team experts to maximize all aspects of the supply chain. To ensure that your DELMIA Quintiq solution remains secure and viable, The Logic Factory's highly-experienced consultants are always available to assist with troubleshooting and maintenance.

Founded in 2007, The Logic Factory (TLF) is a global supply chain planning and optimization consultancy. In addition to consultancy and project implementation, we offer a full suite of post go-live services to suit your business needs: Managed Services, Hosting, and a choice of Support & Application Management levels for all 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.

At TLF, we believe 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 our dedicated services team to be available to resolve any issues promptly and accurately.



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The decision to move our application over to be fully managed by The Logic Factory was based off of two related factors. We’ve found that by allocating all of these services under one provider, we save time and ultimately money... By moving our environment over to their servers, we’ve essentially streamlined all possible support services and have one single point of contact.

Evert-Jan Hes
Teamleader Business Support & ICT, REINING

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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.

A SERVICE FOR EVERY BUSINESS SUPPORT AT ANY LEVEL

Our mission is to achieve the highest customer satisfaction within the most cost-effective framework through delivery of pro-active behavior, clear communication and a good administration flow according to the agreed service levels.

Our continuous services are available for all DELMIA Quintiq industry solutions, anywhere in the world, in any environment, hosted by ourselves, by any third party (including DELMIA Quintiq Hosted Solutions), or on-premise at the customer. This offering is available on DELMIA Quintiq applications implemented by ourselves or any third party.

Select the level of service that best suits your business needs.



Support and Application Maintenance

Leave your DELMIA Quintiq model to us.

You'll receive Support & Application Management of your DELMIA Quintiq model/application.

SAM



Managed Services

Leave your DELMIA Quintiq software to us.

Alleviating the need for costly, in-house DELMIA Quintiq specialist skills, we take responsibility for your software. We monitor and maintain your solution, ensuring it is available and secure.

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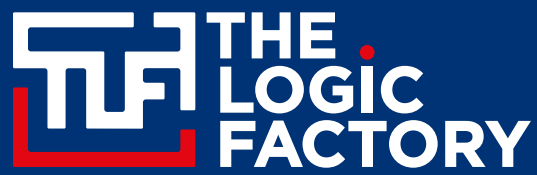


Hosting

Leave your DELMIA Quintiq hardware to us.

Our highest level of service, we take ownership of your hard and software environments with full hosting services on a TLF environment.

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thelogicfactory.com

Reitscheweg 1 • 5232 BX Den Bosch • Netherlands • +31 (0)73-2004380

604, Shapath V, Opp. Karnavati Club • S. G. Highway Ahmedabad 380015 Gujarat • India • +91 (0)79-40142000

7 E. Lancaster Avenue, Floor 3 • Ardmore, PA 19003 • USA • +1 610-492-0790

The Stables, Inglewood, Badgers Rake Lane, Ledsham • Ellesmere Port CH66 8PF
• United Kingdom • +31 (0)73-2004380