

Higher Productivity

Improving R&D Performance

Faster Time to Market

Support and Professional Services

The most significant change for many ISVs making the shift to a SaaS model are operational related. Customer support is altered significantly in a SaaS model. Symphony's SaaS Support services includes fully integrated Level 1, 2 and 3 support.

Symphony's white labeled Professional Services can help speed client implementation using a "factory approach" to:

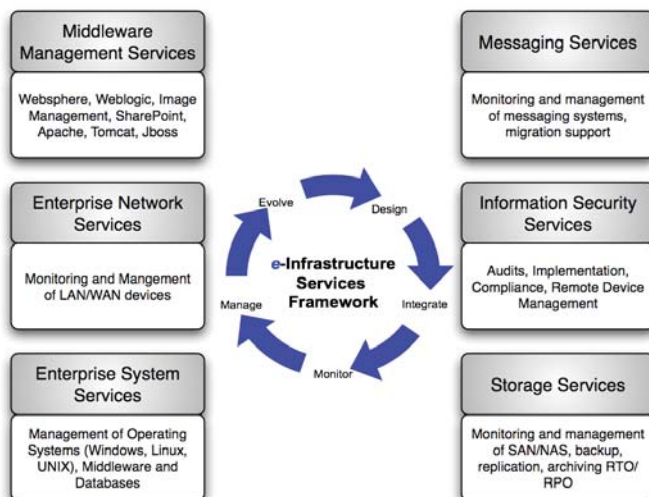
- Customization & Configuration
- Workflow migration
- Data migration

Symphony also provides a global approach for both professional services and support to optimize and improve efficiency for legacy/licensed software clients.

Infrastructure Hosting and Management

Perhaps the biggest change for many ISVs in a SaaS model is managing their clients' data and applications, providing near continuous uptime and availability. This is almost always a completely new function and responsibility. It's also one which is not a core competency of the organization and is many times best left to outsource to a provider.

The most critical concern by many customers is about the safety and security of their data. Using an ITIL-compliant framework and working in conjunction with leading SaaS hosting companies and core technology providers, Symphony provides a comprehensive solution to ensure that your clients' data and applications are safe and that your products are always up and running.



Symphony At A Glance

Over 80 clients including:

- Large companies such as Autodesk, Avaya, Concur, Hyperion, Oracle, Primavera, Red Hat, Texas Instruments and Yahoo
- Emerging technology companies such as ClickTactics, Kazeon, Katera, and Mimosa

More than 3,000 professionals

Domain expertise includes

- Enterprise Applications
 - ERP, CRM, SCM
 - BI/BPM
 - EAI
- Enterprise Technology
 - Storage
 - Systems
- Embedded Systems and Software
 - Automotive
 - Consumer Electronics
 - Telecommunications
- Verticals
 - Construction
 - Financial Services
 - Information Providers
 - Manufacturing
 - Retail



To talk about how your business can benefit by working with Symphony Services, contact:

Heather Dalloul

Director Demand Generation

(650) 935-9534

heather@symphonysv.com