Need help keeping your **Middleware** running?

ComResource

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Find us on the Web:

HTTP://WWW.COMRESOURCE.COM

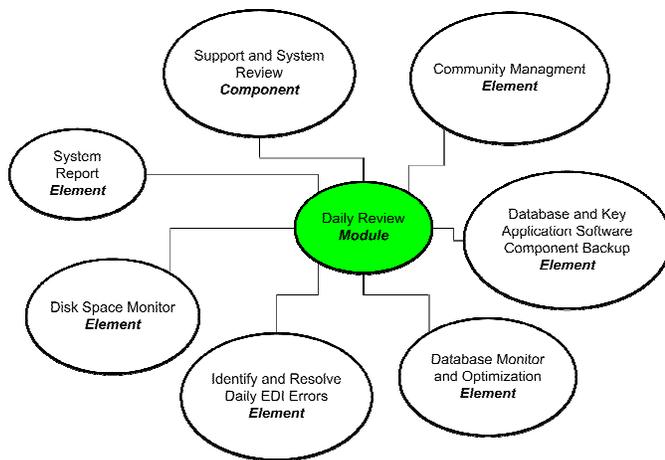## Remote Managed Support: For Integration Middleware Solutions

Your business success depends on your ability to integrate with your partners and applications. You need **ComResource** to deliver proactive services that not only keep your business up and running but also running effectively and efficiently.

ComResource's Remote Managed Support will give you the peace of mind that your integration solutions are running smoothly and any problems are resolved quickly and accurately. We work with your teams and your partners to resolve all issues whether system or data related and we do it reliability, immediately and at an affordable price.

FEATURES

1. Customized To Your Needs

Our staff of highly trained and focused architects will custom-develop a solution tailored to your business needs at the level you require. This means you get the services you want whether solving EDI problems, monitoring disk space and database utilization, ensuring daily software backups, or managing partner issues.

2. Alert Notifications

Proactive management in today's complex system environment is a key to driving business and utilizing IT as a tool. We design solutions with notifications for errors and other critical alerts. In most cases, our engineers are either working on the case or alerting the customer before an issue becomes a problem.

3. Managed Services Offered

- Monitor all integration processes including EDI, EAI, and B2B processes and resolve errors
- Monitor disk space and database usage and key application backups
- On-boarding of new Trading Partners
- Work with Partner Communities to identify and resolve integration issues
- Provide status reports detailing review tasks and events
- Identify and resolve application integration errors affecting the client's business

Managed Services Reduce SMB Operating Costs, Promotes IT!

Managed Services is a growing offering in the Small and Midsized Business (SMB) market. Managed Services Organizations (MSO) allow businesses to quickly improve productivity while minimizing initial acquisition costs and increasing focus on core products and services - not increasing a business' focus on their infrastructure.

An MSO supplies a level of technology and resources that normally would only be available to large organizations. Using a defined service offering, an MSO will provide expert-level service and technology by leveraging economies of scale.

ComResource, Inc., a Columbus-based technology consulting firm, offers a Managed Services platform which allows our engineers to remotely manage and resolve most issues related to their integration solution.

At ComResource, we value our customers, partners and every member of our team. We have over 100 years of integration experience and have created a practical service balanced with a cost-conscience approach in order to provide a valued-managed service offering that will show immediate ROI for our customers. Whether you are a large corporation looking to supplement your existing staff or a small to medium business looking to offload your entire integration services, ComResource can develop, implement, and support your middleware solution.

ComResource's philosophy is very simple...always treat clients, employees, and business partners like we would want to be treated. We are very customer-oriented and take great pride in our reputation for understanding our customers and their technology needs

Our Mission is:
To provide customers with the highest level of service backed by a genuine commitment to honesty, quality and dedication in order to meet their needs as their businesses continue to change and grow.

Our Vision is:
To be recognized by our customers, employees and business partners as the most customer-friendly, honest, and caring organization with whom they have ever been associated.

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Business Partners: Working together to give you the best solution possible