



## Managed Application Services (MAS)

“We’re very happy with the support and assistance from PFI...

They go over and above. This was my first technology ‘adventure.’ It’s been an ice-breaker in our culture that will help us tackle other things.”

Director of Finance,  
Family Service Toronto

### Simplified Enterprise Application Management

In adapting to the new normal, maintaining critical Line Of Business applications, upgrades and support that are vital to your organization can be an all-consuming, never-ending process.

Our managed application services provide the right mix of professional services for ongoing support, maintenance, upgrades, and customizations, so that your business can focus on higher priority goals.

### Why Should You Consider Migrating to our Managed Application Services?

Shift the burden of support from internal resources that are already stretched thin to application experts that have a dedicated team, trained to support your ever-changing requirements. Utilize your team to focus on keeping your business running and doing what you do best.

Your organization may be facing the needs of replacing in-house hardware, upgrading operating systems, or expanding your infrastructure, in order to support your critical business applications, while lacking sufficient internal resources and expertise for the implementation and ongoing management.

With the global shift towards hybrid office and remote workforce, many organizations are making the strategic decisions to move their applications to cloud infrastructure for increased reliability, scalability, and security.

## Our Two Managed Application Services Models

Process Fusion provides a balanced approach to managed application services. These models allow organizations to purchase application software as if they were headed towards an on-premises installation, but then having our PFI MAS team manage the software either on-premises, or hosted on our private cloud infrastructure.

Under this model organizations retain full ownership of the application software and can decide to migrate to any location in the future at no additional software cost.

### Cloud Managed

With the cloud managed application service model, you continue to own your application software, it just will not live on your infrastructure. Instead, Process Fusion will host your application solutions on our dedicated private Canadian Cloud infrastructure.

Both your applications and cloud infrastructure are managed by our team of experienced experts in networking, security, and software applications. Your organization will not need to worry about infrastructure administration and maintenance, as our team proactively manages the infrastructure and apps on a 24/7 basis. Your applications will be available when and where you need it and backed by end-user helpdesk.

### On-Premise Co-Managed

When applications are required to be running on your network and data center for compliance reasons, you can leverage our co-managed application services, which outsource the application management responsibility to PFI, while your organization take cares of the infrastructure that supports the application.



## Business Benefits of Managed Application Services



Accelerated innovation through technical expertise



Lower capital cost and expenses



Enhance Disaster Recovery and Business Continuity



Comprehensive risk and security management



Scalable on-demand cloud infrastructure



Flexibility to migrate to the private cloud or Azure.



Customizable apps based on your needs



Flexible pricing and delivery models

## A Comparison of the two Managed Models

Managing Applications	M.A.S. Co-Managed @ Our Data Center	M.A.S. Cloud-Managed @ Your Data Center
Software Licenses & Maintenance	\$	\$
Hyper-Scale Data Center Infrastructure	\$	included
Extended Hours Coverage	included	included
Custom Integration Support Coverage	included	included
Proactive Application & Database Monitoring	included	included
Application Performance Reporting	included	included
Application & Database Administration	included	included
Systems Redundancy & High Availability	-	included
Backup, Data Retention & Disaster Recovery	-	included
Security Monitoring and Management	-	included



## Managed Application Services Cloud-Managed Features

- ✓ Full application functionalities in the cloud
- ✓ Robust computing architecture at our Canadian Data Center or Microsoft Azure Cloud
- ✓ Physical and network security with multiple network layers separated by multiple firewalls
- ✓ 24x7 monitoring and system operations
- ✓ Comprehensive risk management
- ✓ Disaster recovery processes and delivery guarantees
- ✓ On-going software performance optimization including load balanced application and web servers
- ✓ Environment operating system purchase, maintenance, and licensing
- ✓ Solution availability, optimization and assurance needed to support the application
- ✓ Easy integration with other PFI's hosted services including Fax and Advanced Data Capture
- ✓ Centralized server monitoring, management and upgrades
- ✓ End-User helpdesk and support
- ✓ Clear-cut Administration



## Process Fusion Managed Application Services Team

With 15+ years of proven experience designing, managing, and securing applications, you can trust our team of professionals with your business-critical applications. It is our teams' mission to continuously monitor and fine-tune your applications to help maximize business performance, security and uptime.

Our managed application service center comes with enterprise-grade network and infrastructure to deliver reliable and scalable support services to your organization. With full application lifecycle management, we can help you gain more value from your application investments and give you more time to focus on strategic initiatives.



**Process Fusion**

UNIVERSAL. UNIFIED. UNIQUE.

### About Process Fusion

Process Fusion Inc. (PFI) is a managed services and cloud application provider of Digital Transformation solutions. We facilitate efficient, secure, and compliant delivery of information to help organizations automate critical business processes, increase business velocity, and exchange information securely.

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