



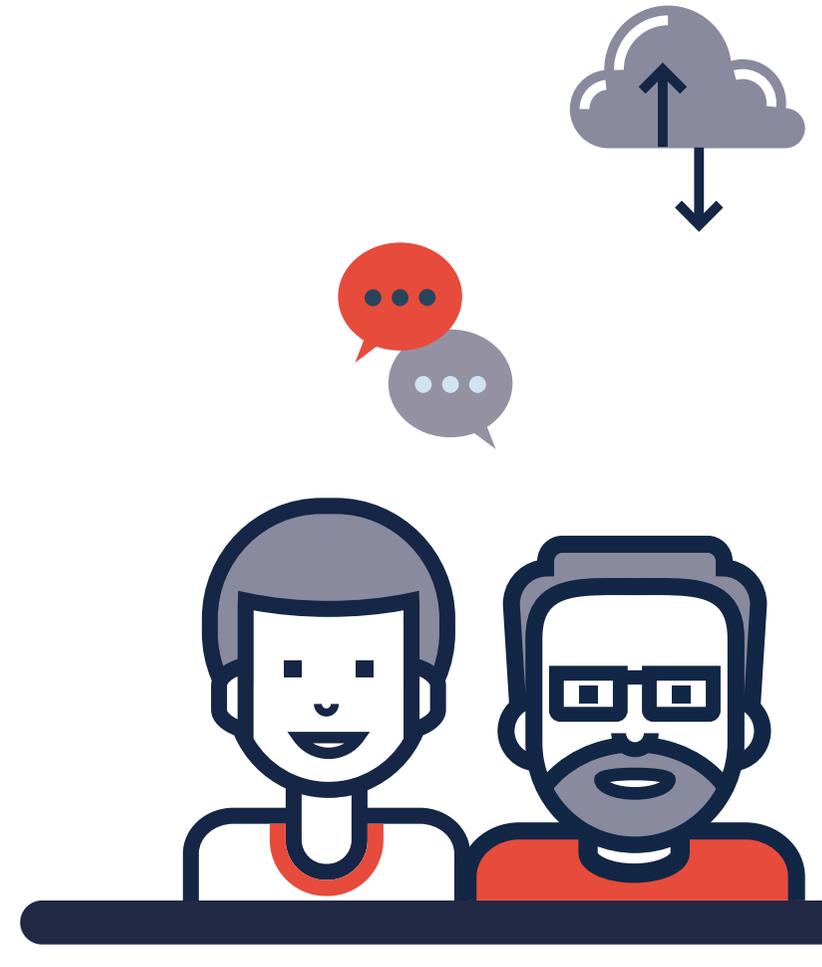
Here to Assist.

## Let us be your helping hand.

**Escone Assist is our user-friendly, cloud-based, helpdesk solution which gives our clients the reassurance that their business-critical applications are being managed by a team of super users who can work quickly and effectively to provide ongoing support and maintenance.**

Unlike the support you receive from your software vendor, Escone Assist provides a client-side support desk that is an extension of your team, not an extension of the vendor's support model.

The application can be white labelled, fully customised to suit business requirements, and tracks and manages everything from new users, password resets, change requests, governance and much, much more.





**Do you...**

If you answered **YES** to some of these questions, **you could be putting your business at risk.**

**But, we have a simple solution... Escone Assist**



Think you would pass a system audit with your current access structure and process controls?

Utilise your internal expertise or do they end up doing system admin tasks?

Manage change control within your financial applications?

Miss project deadlines?

Have a system administration team in place to deal with the significant increase in application users?

Know who has system administration permissions with the ability to manipulate data outside of your procedures?

## First class service

The first-class remote helpdesk solution managed by **business application experts** helps you mitigate the risk of single points of failure and ensures business application knowledge does not walk out the door when key employees leave the organisation.

Acting as an extension to your team, Escone Assist:

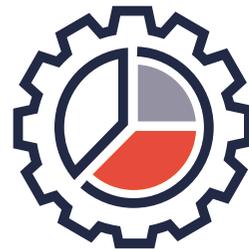
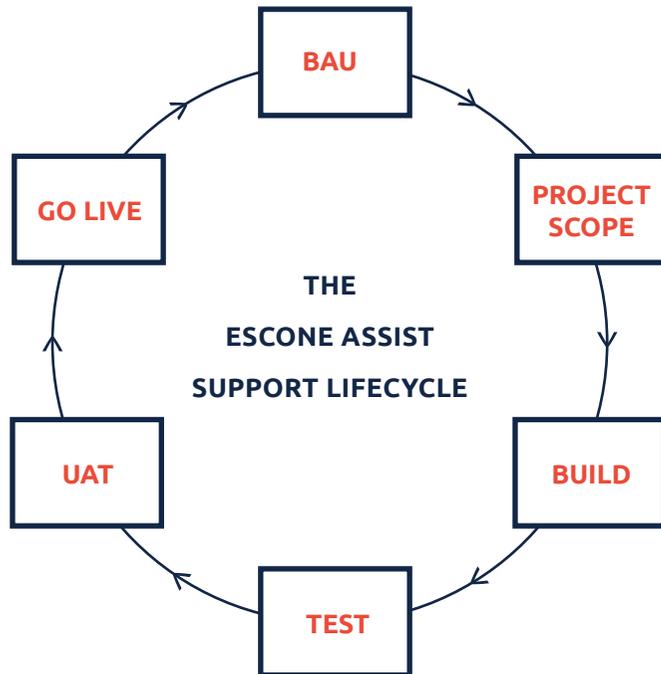
- Improves budget control and robust spend approval processes
- Provides full financial visibility and real-time insights across the business
- Reduces resourcing inefficiencies and lost employee time
- Ensures strategic project deadlines are met
- Proactively maintains and implements improved business processes to avoid IT system audit failures

By deploying Escone Assist, you will benefit from a competent team of super-users, dedicated to supporting your business applications offering a cost-effective alternative to employing an expensive team of individuals.



## How does it work?

We have developed a process called The Escone Assist Support Lifecycle which showcases how your application projects become integrated within our business as usual support. By scoping all projects with a good understanding of your current system configuration we can ensure that projects are value driven and seamlessly incorporated into your support agreement.



### **BUSINESS AS USUAL (BAU):**

We support clients with day-to-day system administration. When a project is successfully completed, it is then fully integrated as 'Business as Usual' support.

### **PROJECT SCOPE:**

New processes and improved functionality is fully scoped as a project requirement. We assess and document the specification which is then approved by the client.

### **BUILD:**

New functionality is then built by the relevant experienced team in line with the agreed project specification.

### **TEST:**

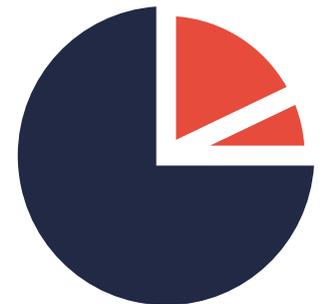
Our super users then engage a robust testing process using documented test plans to guarantee quality assurance.

### **USER ACCEPTANCE TESTING (UAT):**

The client or end-user will then test the operational and functional build before signing off project delivery.

### **GO LIVE:**

Project is fully implemented on an agreed GoLive date and is immediately incorporated into ongoing BAU support and maintenance.

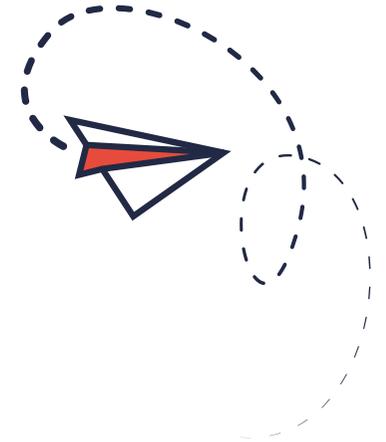


## Our response targets.

PRIORITY	FIRST RESPONSE TIME	RESOLUTION TIME
Low	1 day	7 days
Medium	4 hours	4 days
High	2 hours	1 day
Urgent	30 minutes	4 hours



## Let us tell you more.



Many businesses do not require full time expertise however Escone Assist will give you access to a super enhanced level of support at a fraction of the cost.

To employ three Super User Level experts, with existing knowledge of your business processes and the business applications, the cost to your business would be three professional salaries plus system and business process training.

Escone Assist immediately offers a team of trained support and business consultants available to you as you require.



## Let's work together.

By building a strategic partnership, we gain a deep understanding of your business requirements and unique processes. This allows us to approach requests as an extension of your business and with that knowledge firmly in place, we can efficiently resolve any business application challenges to meet and exceed resolution times.



We are  
**committed to you.**



We are  
**focused on you.**



We are  
**invested in you.**

**Experience where it counts.**



## Let's talk

Get in touch to hear how we can 'Assist' and transform your business operations.

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