

Managed Services for Finance Applications



Overview

Chartertech delivers tailored and scalable end-to-end solutions in the space where finance meets technology. A compelling alternative to self-management, our client-centric approach guarantees cost certainty, service transparency and performance optimisation for organisations of all sizes.

Best practice application management



Our process is based on a fully transparent Information Technology Infrastructure Library (ITIL)-aligned service management framework.

Cost certainty



Services designed to provide greater cost certainty, focusing on improvement and the realisation of value from investment in finance technology.

Full suite of services



A full suite of integrated services covering strategy, implementation and operations. We enable our clients to leverage finance technology with full confidence.

Australian-based teams



Australia-wide, security cleared team of more than 150 experts, trusted by more than 50 organisations.

Common challenges of managing finance applications

- ❑ Key person risks
- ❑ Unresolved system problems
- ❑ Frequent unexpected issues
- ❑ Increase in costs
- ❑ Lack of transparency
- ❑ Performance impacts user productivity
- ❑ Urgency hinders continual improvement
- ❑ Fluctuating demand, peak periods
- ❑ Keeping pace with organisational changes

Application management made easy with Chartertech

- ❑ Full suite of operations and support services
- ❑ Australian teams with specialised skills
- ❑ Dedicated service delivery management
- ❑ Cost certainty and value realisation
- ❑ Effective issue management
- ❑ Service transparency
- ❑ Performance optimisation
- ❑ Tailored services
- ❑ Scalable support, small or large

Enhance your return on investment

Our services are designed to achieve:

30%

reduction in application support costs

50%

improvement in system performance

50%

reduction in critical system issues

75%

reduction in system downtime

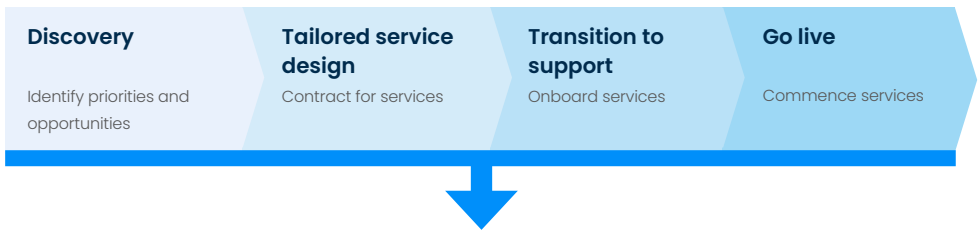
100%

improvement in user satisfaction

Managed Services Process

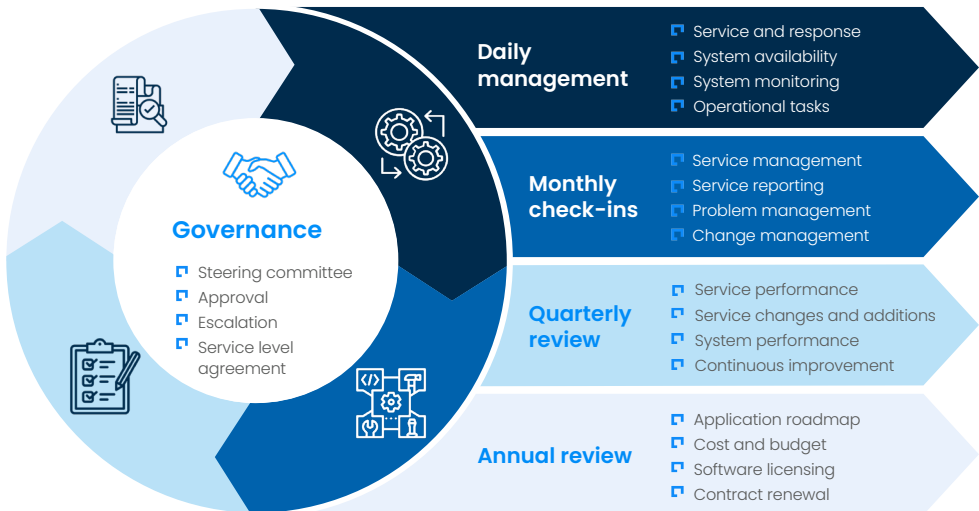
Establishment and transition

Transitioning to Chartertech for your solution support is seamlessly achieved with minimum disruption to users. Our transition process ensures we align to your priorities.



Manage

Our managed services process is based on a fully transparent and best practice service engagement framework. We guarantee cost certainty, service transparency, performance optimisation, and an unwavering focus on value realisation.



Services Tailored to Each Client



We make it easy to get in touch

If you require assistance, you can get in touch with our service desk via the following channels:



Our suite of services

Discover a full suite of services geared towards managed operations, enabling our clients to leverage finance technology with full confidence.



User support

- ▣ Specialist service desk
- ▣ Access management
- ▣ Service request management
- ▣ Incident management
- ▣ Major incident management
- ▣ User training



Operations

- ▣ System monitoring
- ▣ Problem management
- ▣ Capacity and continuity management
- ▣ Security and access control
- ▣ Operations management
- ▣ Licence management
- ▣ Data management



Continuous improvement

- ▣ Application roadmap
- ▣ Change management
- ▣ Application development
- ▣ Test, release and deployment
- ▣ Improved user satisfaction
- ▣ Reduced costs through application optimisation



Find out more

Engage Chartertech as your managed services provider

1800 067 608