

A man with a beard, wearing a grey sweater over a white collared shirt and a blue lanyard, is standing in a server room. He is holding a laptop and looking at the screen. The background shows rows of server racks with some lights glowing. The overall lighting is dim and blue-toned.

SERVICE PORTFOLIO - FACT SHEET

OPERATIONS SERVICES



WWW.IPS-AG.COM

ABOUT IPS

WHO WE ARE

IPS is a Swiss-based sole proprietorship with its main business offices in Switzerland and Liechtenstein and development centers in the Czech Republic and Vietnam. Established in 1992, IPS is 100% self-financed and independent.

For 25 years, IPS has been helping customers worldwide to automate and digitize their businesses through our wide portfolio of customized high-tech solutions.

IPS has demonstrated technical and business expertise in a multitude of long-term engagements. We not only implement the solutions, we also help our customers to envision, plan and design the path from the traditional application landscape to the modern digital world.

OUR PORTFOLIO

IPS offers a broad portfolio of services to help you succeed. One size does not fit all. We create unique solutions tailored to your needs. Robust solutions designed to last and flexible enough to support future changes in your business.

The digitalization of your business is a long journey and IPS can help you at every step. Our service portfolio is based on an extensive set of skills and technologies that enable us to deliver sophisticated high-tech end-to-end solutions.



ABOUT SERVICES

OPERATIONS SERVICES

IPS Operations Services offers day-to-day system management responsibility for a client's IT infrastructure, user support and application landscape.

IPS Operations Services offer:

ADMINISTRATION	<ul style="list-style-type: none">IT systems administration, security, performance monitoring, technical diagnostics/troubleshooting or configuration management.
APPLICATION MAINTENANCE	<ul style="list-style-type: none">Application enhancements - implementation of minor adjustments to existing software according to new requirementsApplication fixes - resolving day-to-day issues that come through the source code adjustments
SUPPORT	<ul style="list-style-type: none">Level 1 - answer questions on execution or usage through a call center serviceLevel 2 - restore service and fix production problems with the application. This may include minor modification to scripts or to configuration parametersLevel 3 - to focus on corrective modification. Code changes to the application are released either as emergency or planned releases. It is typically connected to application maintenance work. In depth root cause analyses through several individual systems or business processes





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