

Application Providers

You've created a niche software product. You're quickly winning clients. Now you need to support your growing customer base.

We at EnfoldIT guess that you don't want to devote precious resources to creating a world-class customer support center. So we created our External Software Support solution, which lets provides the hardware and software assistance your software users require – without having to build and maintain a costly infrastructure. EnfoldIT's turnkey solution includes: set up, financing, and ongoing maintenance. To make sure that we offer stellar service, our seasoned technical team will become experts in your solution, ensuring that we can field all routine issues.

We'll also provide you with monthly reports, troubleshooting issues, remote access, monitoring, and all the other features you'd expect from a business partner. We'll even give you a commission for the referral, so you'll generate revenues while reducing operating costs.

External software support with a professional partner is a powerful way to improve customer service, streamline operations, and generate revenue. We invite you to contact us EnfoldIT to learn how we can help your company become more profitable and nimble while providing unmatched customer service. How can we help?

If you find yourself supporting IT problems as much as your own software, Enfold IT has the solution. You don't want bad system setups to prevent your clients from seeing the full benefit of your software. That's why we provide you with the know-how you need to deliver complete, robust systems without long implementation periods. We work with you to find out how best to keep a site running, and make the right choices for equipment and procedures. We handle

- System setup
- Backups
- Power planning
- Networking
- Disaster recovery

So your staff doesn't need to be an expert in these fields. How can we get your application up and running?

On-site Systems. By providing your clients with custom configured and dedicated systems on their premises, they get the dedicated performance they need and alleviate most concerns about security and availability. This also alleviates most IT integration issues found with more restrictive clients since the system is installed as a black box with documents access requirements. We still monitor and maintain the systems remotely, and since we are responsible, we only install the most reliable systems available in the client's target price range.

Hosted. We can place your application on our terminal servers running either Windows Terminal Services or Citrix, and make the software available entirely remotely. This is ideal for SaaS applications and for clients that cannot commit to a full license, but would be happy to pay based on actual usage. Additionally, if your clients cannot or will not be able to have equipment on-site due to a variety of reasons, this still provides them with the application and rapid implementation.

Streamed. A hybrid system where we use Citrix AppStreaming or Microsoft SoftGrid streaming technologies to offer the application to your client. The application runs at their site, and has access to their resources, but the client does not have access to the actual software executables. Execution permissions can be controlled remotely and updates are easily managed. This is ideal for performance-intensive applications, or when it is required to always have access to local resources that are not easily dealt with by Citrix.