

# Infor Lawson Software Support

## Adding value to your Infor Lawson on premise deployment

For over 14 years, iTK has been delivering value to over 160 Infor Lawson on-premise customers. Many of our customers want to keep their software on-premise for a variety of good reasons. They do not want to go to the Cloud--iTK is dedicated to supporting this on premise deployment strategy. iTK has four offerings available to support your needs described below.

 infor

### Corrective

**Fixing errors that are observed when the software is in use**

iTK can be engaged on a time & material basis to correct errors when the software is in use. iTK can trouble shoot issues, apply patches, fixes, or upgrade your system as specified in a statement of work.



BeyondPerformance

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## Adaptive

iTK can be engaged on a time & material or project basis to port or migrate your software to a new environment to increase scalability and/or performance. These services might also be required if your business decides to switch to a new ERP provider other than Infor Lawson. These services when used to deploy Cloud-based payment solutions such as virtual cards and ACH can turn your vendor payment process into a profit center.

## Perfective

iTK perfective services are part of our managed service offering--RTM. These services are Data Science based utilizing AI to monitor the system, applications, and user activity. They supercharge systems administration with the availability of 24X7 monitoring, 365 days a year. This offering is available for a modest monthly subscription.

## Preventative

Tired of paying expensive annual maintenance? ITK can provide, test and install software updates that can reduce the cost of your annual maintenance by 50%. This service is an extension of iTK's managed service offering--RTM. This approach future proofs your deployment.