



# 5 ways our Service Desk Team can Support your Business



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**Your accounting system is highly flexible and readily configurable to your business needs. However, this also brings with it a level of complexity and risk.**

To keep pace with organisational growth and regulatory changes, you need application support experts to keep your system running smoothly, implement any configuration changes and make sure users have everything they need to work effectively.

Our Service Desk team provides you with that expertise and knowledge across five key areas:

- 1 App Support
- 2 App Maintenance
- 3 Technical Support
- 4 Technical Maintenance
- 5 Training

We free up your key resources, reduce risk and keep your systems up-to-date with the latest changes.



# 1.

## App Support

**We support your finance and business users with advice on best practice and set-up - while also answering their 'how to?' questions.**

Our team can help you with a range of tasks across various systems and modules.

This includes:

- ✓ Adding and training new users
- ✓ Adding new companies, suppliers and customers
- ✓ Security profile administration
- ✓ Portal customisation
- ✓ Report creation and maintenance
- ✓ Bulk loading of assets
- ✓ Copying asset configurations across companies
- ✓ Configuring asset masters
- ✓ Set up self billing
- ✓ Create POs and sales invoices using print formatter



# 2.

## App Maintenance

**Our Applications team works with you to put together a schedule that makes sure every required maintenance task is carried out (either by the Millennium Service Desk Applications team, or your own team with our support).**

These tasks typically include:

### 1 Running the Year-End and System Integrity

Running year-end is an essential process that locks down your information and helps with system performance. It has to be done right the first time and, if you have not run it for a while, the data volumes could require more processing power than your system was designed to handle.

Many of our clients prefer to have one of our expert Application team on hand to assist them through the process.

### 2 Reports Maintenance

Organisations are continually growing, while facing new global regulatory requirements. As a result, your ledger reports often need updating. Our Application team can develop and amend reports for you - or assist and train your users in how to do it themselves.

### 3 Workflow Hierarchy Maintenance

As people join, leave and move around your organisation, you will need to amend your workflow hierarchy. This requires a good understanding of your ledger system's workflow - something our Application team can easily help you with.

### 4 Archiving

Depending on your requirements, archiving should take place every one, three or six months. If this doesn't happen, users will quickly notice performance issues in your ledger system.

Our Application team can help you set up the archiving feature in your ledger system, then train the users to run the archiving at the agreed scheduled time.







## 3. Technical Support

There are not many technical issues our experienced team have not seen and resolved in the past. If your system goes down, becomes unresponsive, runs slowly or interfaces fail, our technical team can access your system remotely within minutes to investigate and find a resolution.

Typical technical issues and resolutions include:

- ✓ Server restarts
- ✓ Application re-installations
- ✓ Error log checking
- ✓ Interface errors
- ✓ Connection issues
- ✓ General troubleshooting
- ✓ Web server update deployments
- ✓ Custom automation scripts
- ✓ Language pack deployments



# 4.

## Technical Maintenance

It is essential to keep your system up-to-date, error-free and performing at optimal speeds. Our expert Technical Consultants can monitor and maintain your system so you do not have to.

Systems maintenance can include:

### New release installs and compatibility updates

New releases bring bug fixes, new functionality, and maintain your system's compatibility with the latest Microsoft updates. We support you with installation, starting with your TEST system to make sure everything works as it should.

### System Environment Monitoring

- ✓ Log table maintenance
- ✓ Link table maintenance
- ✓ Application and web server log maintenance
- ✓ Database and application server performance
- ✓ Operating system environment error checking
- ✓ Releases/service pack check
- ✓ Database maintenance check
- ✓ License audit



### Back-up LIVE and refresh to TEST

You should backup your LIVE system and refresh your TEST system periodically, depending on how much development you carry out on your system.

We help you make sure your TEST and LIVE systems are identical, making it easier to amend or develop your system, add new modules or install new releases.

### Database Re-Indexing and Performance Tuning

We help you keep your ledger system performing at optimal speeds when querying data from the database.

### Web Server Upgrades

We help you apply patches and upgrade your server software to maintain the performance of your system.

We also help you take care of SSL Certificates, certificate conversion and deployment activities.



# 5.

## Training

**Many of our Service Desk professionals are also experienced trainers and can provide remote training for your staff.**

Whether the training you require is for applications or technical elements, for new staff or those at a higher level, or even for a specific module, our team can help.



Typical training sessions include:

✓ **Basic**

Get users up and running with your ledger system, covering navigation, enquiries and reporting.

✓ **Entry Clerk**

Bring users up to speed with tasks such as accounts receivable, invoicing and payment runs.

✓ **Accounts Assistant**

Includes Entry Clerk training, plus elements such as journals, reconciliation and year-end processes.

✓ **Accountant**

Includes Accounts Assistant training, plus elements such as company creation, archiving and audit reporting.

✓ **Super User**

Show super users how to tackle tasks like customisation, administration and dashboard design.

✓ **Technical Maintenance**

Create your own technical team, able to look after elements such as installation, deployment and maintenance.





## Why **Millennium Consulting**?

**Our Service Desk currently supports organisations with their solutions across the world. Our Service Desk team consists of consultant-grade application and technical experts who are available to help answer any questions that you or your users have.**

Using a state-of-the-art ticketed support management system, our team is at the end of a phone, email or remote dial-in, in a matter of minutes to assist you with your system. We resolve problems quickly and help you minimise system downtime.

### **Get Expert Support for your Finance Function**

Discover more about how our dedicated experts can lower your operational costs and reduce system risk. Get in touch with our Service Desk team at [assist@millenniumconsulting.com](mailto:assist@millenniumconsulting.com) to explore support options for your finance function.