



Application Managed Services

Is your system in the right hands?

Logistics leaders are facing increasing pressure to ensure their supply chains are efficient, scalable and responsive. Developing, managing and maintaining your logistics applications and infrastructure requires a high level of expertise which needs to come with a predictable cost.

This is where Flo can help you. Our AMS team will help to take the headache out of managing and extending your logistics applications and systems infrastructure. Flo AMS combines robust, global support capabilities with specialist knowledge of logistics operations and technology ensuring logistics peace of mind.



19900+
Tickets Resolved
Annually



100%
Service Level
Agreements Met



20k
Users Supported
Worldwide

Trust the Experts

Our expertise is built on the sound practices and experience of our team who have worked closely on over 200 system implementations. Our breadth of experience combined with our dedicated support centre and offshore centre of technical excellence provides a competitively priced service for all supply chain logistics related issues.

Having consultants on your site is useful when planning or implementing a solution and Flo Group can give you experts on the ground when required. Once a system is up and running, you should consider our high-calibre Managed Services for day-to-day application support.

What to Expect

- ◊ Dedicated, 24/7, service desk
- ◊ Access to a team of functional and technical experts with in-depth solution expertise available round the clock
- ◊ Best practice approach incorporating ITIL methodologies
- ◊ Tools to enhance user experience and reduce the time spent on data collection, processing and administration
- ◊ A commercial framework to suit both parties - competitive rates for support during business hours and out of hours
- ◊ Reassurance offered through a Service Level Agreement with predictable levels of service

ORACLE

Partner



www.flo-group.com



hello@flo-group.com



EMEA

+31 78 369 0535

Nordics

+46 77 588 8675

UK and Ireland

+44 020 3514 7528

India

+91 206 712 0900

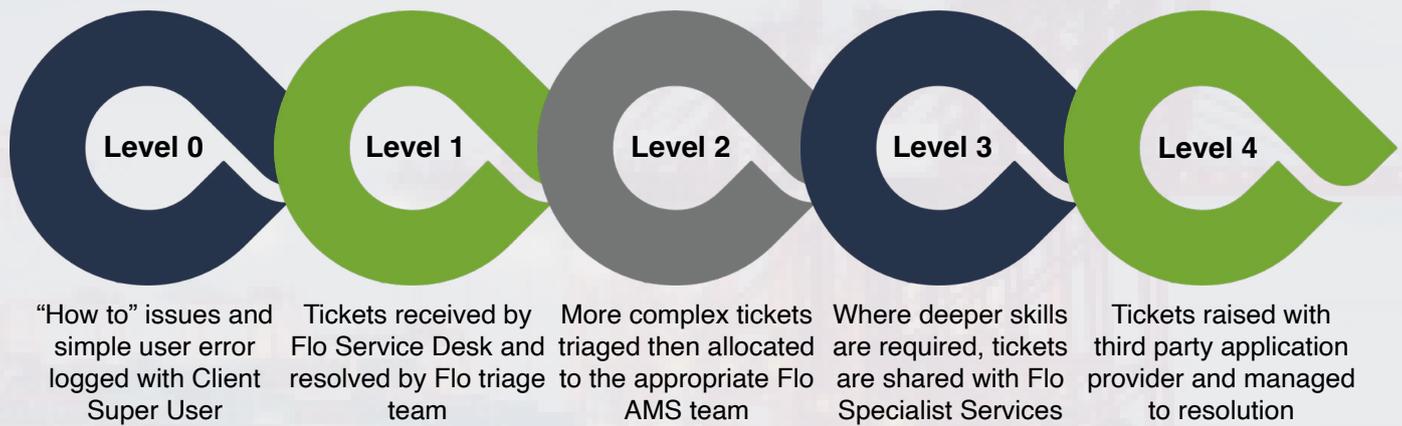
Americas

+1 646 918 1159

Flo AMS Clients



Best Practice Approach



Continuous Improvement to your Logistics Function

Flo will deliver smooth day-to-day operations - but that’s just the start. We bring additional value to your business through the methods of our engineers and consultants, our network of partners, best-in-class solutions and tools, and our mantra of continuous improvement. The team at Flo is made up of logistics and supply chain management consultants, who work with clients to identify improvement opportunities across their current transport networks, systems and processes.

By making incremental changes, you can ensure that your business transformation is phased, manageable, affordable, and prioritised. We can apply this process to improve an implementation or re-implementation of certain functionality. We can even minimise the disruption to the business, and still maximise results, by approaching a change request as a ‘mini-project’.

Solution Advice from the Experts

With our solution expertise, we can provide invaluable insight into your supply chain strategy. We work closely with clients around the world to quickly discover and implement the best solutions. Our Managed Services takes from this approach, as such we can provide you with expert advice and the skills to pro-actively monitor and prevent issues, as well as fire fight and solve issues.

This is a model we are using with a number of our valued clients such as global paper manufacturer UPM, leading car manufacturer Volvo and international logistics company DHL. All our clients benefit from cost-effective access to our logistics and technology experts, around the clock.

Flo Global Network

With consultants on the ground around the world, supported by a dedicated Centre of Excellence in Pune, India, we offer global capability with local knowledge. Flo Managed Services supports clients on all continents with a 24/7, follow the sun model and comprehensive application support capabilities.