

Managed Services

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2 Why Choose Liaison as Your Managed Services Provider?

It's About Results

90%

90% of IT professionals report challenges with their current data integration solutions¹

In today's competitive environment, it's vital to the success of a company to quickly integrate business applications, connected devices, link trading partners for electronic data interchange (EDI), transform data between specified formats to fulfill regulatory recordkeeping requirements, and manage increasingly complicated and distributed supply chains. These requirements are tied to revenue growth, with a need to achieve results in a narrow window of time. With your IT team saddled with maintaining existing legacy environments, is it really unimaginable that they will not live up to business expectations? Can your line of business (LOB) afford to delay speed to market of its newest initiative?

It's About Cost

93%

93% of executives said their managed services arrangements either met or exceeded cost-savings expectations²

Enterprises often invest large amounts of capital on big IT undertakings only to discover that once the project is complete, many months to years later, the technology is obsolete or requires a major upgrade. Has this ever happened to you? If so, then you know it's difficult to predict cost for long-term projects. A managed services approach neutralizes cost uncertainties through its fixed pricing structure and proven ability to efficiently implement the solution required, without losing momentum. What's more, its economies of scale are able to provide the solution at far lower costs than your enterprises would invest otherwise. As an added bonus, CAPEX dollars turn into OPEX dollars under the subscription pricing model of managed services, freeing up capital for other growth initiatives.

You've Got Better Things to Do

Running an in-house integration platform is a lot of effort. The communication and transformation processes that are the foundation of integration require considerable IT overhead to develop and maintain, yet provide no strategic business value in and of themselves. By partnering with a managed services provider who can take over these 'plumbing' operations, your enterprise is afforded the breathing room to move internal IT staff onto more strategic projects; projects that drive revenue and serve the business' core mission.

Why Choose Liaison as Your Managed Services Provider?

\$230
Million

Over the last 3 years we have made an investment of over \$230 million in our integration platform and infrastructure

7000
Customers

We have 7000 enterprise customers globally

46
Countries

We operate in 46 countries and have 24/7 customer support in 8 languages

200,000
Trading Partners

We have over 200,000 active trading partners

It's a Partnership

49%

49% of executives said their IT functions are either mostly or partially outsourced today³

Companies rely on outside providers all the time for a portion of their IT needs. However, Liaison's managed services are not outsourced IT. We partner with your IT team to take on the complex integration and programming tasks that are blessed and supported by your CIO and IT, but aren't driven, led, or fully reliant on your IT personnel. We complement your IT so that, together, we can respond to those business demands with agility. A partnership with Liaison allows you to move your internal IT staff into more strategic technology projects that drive revenue and serve the core mission—a win-win situation!

Improved Governance, Compliance, and Security

When integrations are built inconsistently, a single department or LOB at a time, there is a high cost to be paid in terms of inefficiency and fragmentation of enterprise-wide issues such as data security, compliance, and governance. Liaison's managed services combat these issues through our unified approach to integration, data management, and security. Security is woven through every aspect of our integration platform to ensure you comply with the privacy standards that govern personally identifiable information (PII), payment card data, protected health information (PHI), and other types of sensitive data.

Access to Resources and Expertise You Don't Have Internally

With Liaison as your managed services provider, not only do you have access to our cutting-edge infrastructure (we continually look to adopt and adapt technology to improve competitiveness, productivity, and efficiency of our integration platform), but also the deep experience and expertise invested in our Integration Center of Excellence (COE). Your IT department can't possibly have expertise in every area of technology—and that's where we come in. We'll provide the integration expertise so that you don't have to incur the high costs associated with hiring and training integration experts, or keeping them certified in the latest innovations and solutions.

Be Agile and Scale Quickly – Future Proofing

Your business and your trading partners are unique. Rather than dictate turn-around times for on-boarding new partners, Liaison lets you specify the need for speed. Strong expertise in data translation, message formats, and standards enables us to on-board new partners and customers rapidly. We can perform any-to-any data format translation and we support diverse standards. Our unique ALLOY™ Platform not only facilitates rapid implementation of integration, data transformation, and data management, it also generates data maps that are portable to run on any platform. So no lock-in ever!

¹ Liaison Technologies survey of IT professionals, June 2015

^{2,3} Comptia, 4th Annual Trends in Managed Services, May 2015