

Columbus[®]

Realize the Full Value of your Cloud Applications

Get Started



Realize the value of your cloud applications with Columbus

Cloud advantages are impressive – when set up right. Over the last decade, many companies moved to the cloud but struggled along the way. You'll shortchange your results if you scrimp on resources and skip the planning of operating processes and resources for managing your business in the cloud.

At Columbus, we have the experience and knowledge and are happy to share the best practices and processes that must be in place for successfully managing your cloud solution.

Best Practices for Cloud Operations



Roll over each section to reveal more

1. Run & Support: How to Stabilize your Digital Platform

Businesses often mistakenly believe that putting out fires is enough to keep your system running. However, the best practice is proactively monitoring your system and determining where to prevent future infrastructure or application issues.

Moving to the cloud has drastically changed how businesses work with IT systems.

Today, when technology is the backbone of your business, it simply cannot go on pause. Cloud vendors can assist you in providing the infrastructure that allows for greater uptime and accessibility. However, your organization is responsible for maintaining data, monitoring, and operating applications and integrations.



Roll over the icon to reveal more

2. Grow & Optimize: Keep your Solution Up-to-Date

Cloud-based solutions offer the flexibility to keep your technology relevant to your business needs – safely and efficiently. Once there, you need to make sure you leverage its full potential.

Update Cloud Applications Securely & Efficiently

Today, cloud users have constant access to the latest technology and functionality, errors are corrected much faster, and the solution is constantly in line with the latest legislation. Together with a more modular platform structure, this provides significant improvements in a wide range of fields.

But there are new challenges that make you balance the change while keeping “the lights on.” That’s why it is necessary to:

01

Familiarize yourself thoroughly with how upcoming updates affect the company’s solution and processes.

02

Test updates in advance and ensure they are fully compatible with your company’s solution, data, and add-ons.

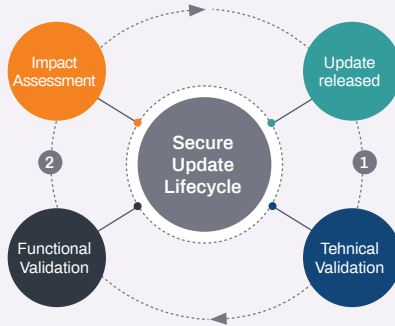


Let’s look at how you can approach these steps.

Reduce risks and make better decisions with release management

At Columbus, when updates are announced, we highlight key risks to our customers and new feature functionalities they can benefit from during our secure update lifecycle. This helps you understand if updates should be implemented right away or postponed and prepared in advance. Each customer is assigned a permanent release manager who knows the company. They then discuss what has changed, what new features and fixes have been introduced, and the options accessible for moving forward.

RELEASE NOTES ASSESSMENT
WAWWE 2



RELEASE NOTES ASSESSMENT
WAWWE 1

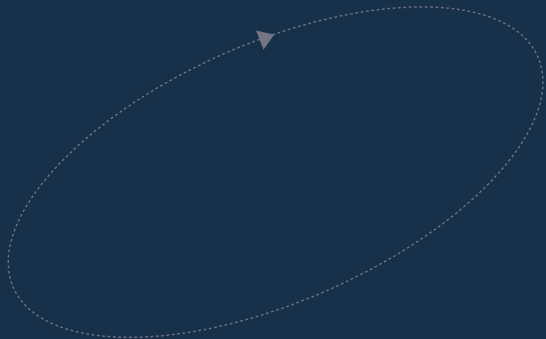
Release management bridges development, testing, quality-assessment, and deployment. Release management considerations include:

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Release Management Cycle

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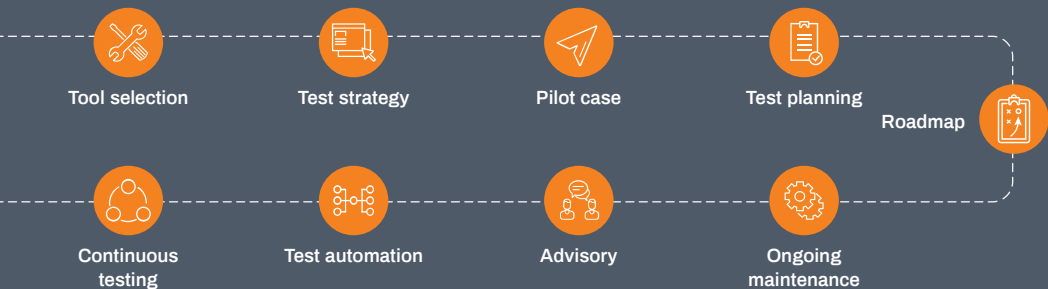
Enable quality control and stability of your solution with testing

Thorough testing is the best option to discover how updates will work. Plan service window times to ensure business operations are minimally affected as you work out the kinks in the updates. This includes devoting necessary resources to plan and perform testing before the update goes live.

Even a minimum number of mandatory releases per year can cause a considerable testing overhead. Creating the right test to cover performance benchmarking, process testing and regression testing helps improve release timelines and minimizes risk while freeing up key business resources.

You can use some default tools (like Microsoft's tool RSAT and Infor's Testing as a Service (TaaS)) to automate the testing of the core solution and adjustments. Another best practice is to automate the regression testing of processes that run across integrations. Ensure you update and customize test cases over time to keep them relevant.

Aiming to address the challenges of executing manual testing, our 100% continuous test automation services help our customers reduce overall testing time, risk, and cost. Our test automation services include a comprehensive range of automated testing components that promote innovation, efficiency, quality, and business-focused testing:



Our Test Automation services come with expertise in:



Enterprise Resource Planning

Microsoft D365 | Infor M3 | Integrated systems and ISVs



Web automation



Services/ API Testing



Client server applications

Mobile, web, native apps, and many more*



Tackle Over-Licensing & Underutilizing

With ongoing changes, most companies don't realize that they are over-licensed for their current company structure and new processes.

With ongoing changes, most companies don't realize that they are over-licensed for their current company structure and new processes. Often, licensing language can be complicated. It usually requires an expert to detect how and where a company can save money on licensing and optimizing the processes. Moreover, with constantly changing requirements and new external regulations, you might also need to change your licensing to comply with recent requirements. This exercise requires special technical and business expertise.

At Columbus, we combine a deep understanding of your business and specific industry requirements with our technical knowledge to proactively approach our customers' problems and present opportunities to cut costs and optimize their business.



Understand your Security & Compliance Responsibility

Cloud-based solutions are well-known for providing advanced security capabilities to their users. Most breaches that occurred recently did not lack security technology. Technology cannot protect you against operational security threats that occur internally. Internal processes still require attention from internal teams to ensure their security policies remain optimal. Staying in control of your compliance set-up is also vital for your success.

Best Practices for Operational Security

- ✓ **Limit Access to Apps and Resources**
Protect your organization by providing limited and protected access to all apps and data. Restrict access for each user to only information essential to their job responsibilities.
- ✓ **Secure Identities of All**
Proactively secure the identities of all employees, customers, partners, apps, devices, and workloads across all sectors of your company.
- ✓ **Keep it Simple**
Simplify the experience for users to keep them productive with simple sign-in processes, intelligent security, and a more cohesive structure across the administration.

3. Innovate: Take Advantage of all Available Technology Solutions

The biggest advantage of the cloud is its ability to adapt and provide an always-relevant digital platform that allows businesses to stay ahead of their game. Although businesses are excited about the cloud's potential, many feel they aren't achieving it.

To maximize cloud solutions, companies must have the following:

- the plan to lead an organization through upcoming changes,
- the technical expertise to understand and activate its capabilities,
- the capacity to drive strategic value and not just troubleshoot
- understanding what's possible with a cloud solution.

Once you've connected all these dots, you can unlock the true cloud potential. Most businesses can't do this alone. They need help figuring out the best way to take full advantage of technology solutions.



That's why we assembled a team of experts with the right experience to support your digital transformation. They work at the intersection of business development, consulting, technology, and operations. We aim to ensure your solution supports your business goals and enables your IT team to drive your business forward. We'll talk with you about optimizing your company's processes with the latest updates and technology to maximize the return on your cloud investment.

Leverage Emerging Trends to Enhance Business Value

New technologies change what businesses can achieve and allow them to gain a competitive advantage. How can you drive your business forward by staying up to date on the latest technological developments?

Start by asking yourself:



How can I think beyond the platform?



What features currently exist?
What features are in the pipeline?
How do we make the most of them?



How can I maximize what my Cloud ERP solution provides to support my business goals?



What are the implications of the new features for our business, processes and organization?

Even though there might be a lot of growth opportunities and features, there is virtually no reason to implement them all. The question is rather how to prioritize them and find those that will bring more value to your business.

What it takes to tackle change and transformation the right way

Industry/Business
Expertise

Technology
Know-How

Strategy
and Change



Roll over icons to reveal more

Columbus offers a comprehensive set of advisory services to initiate, execute, and help you realize your vision. With our holistic approach, we will guide and support your change and transformation initiatives.

Leading Through Change Checklist:

- ✓ Understand the complexity and maturity behind your solution to assess its ability to meet new market demands
- ✓ Highlight any gaps and how to close them
- ✓ Assess the cost and timing of making a new solution or feature operable
- ✓ Define change management initiatives and build governance around it
- ✓ Handle changes in a controlled yet agile manner to minimize disruptions and ensure your solution evolves with your needs
- ✓ Transition into operation, including user training to ensure adoption



4. Calibrate your Progress Regularly: Governance

You know that your cloud systems will change over time with many new tools, functions, and features added to your solutions. So how do you get value on an ongoing basis?

01 The answer is a flexible and structured governance model built on operational principles like Microsoft operations framework or ITIL. In those models, there are a lot of pre-defined services. Each service has its value contribution to the solution, built to ensure that you get the value and protect the solution.

02 Efficient operations require a deep understanding of the technical aspects of used platforms and business processes, their criticality, and how they fit together. That's why many businesses choose to work with a partner.

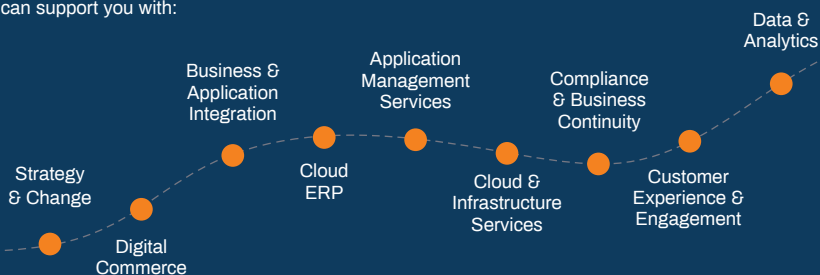
03 Whether you do it in-house or with a digital advisor, it will help your transformational project if you regularly check in with the responsible teams. Regular check-ins allow you to review what's working and what's not and plan for the future.

04 At Columbus, each customer gets a **success delivery manager (SDM)** who ensures service quality and delivery on promised expectations.

What does Columbus consider good governance?

- A single point of accountability for all client interactions
- Quality on the contractual promise delivered with a streamlined and proven governance model based on ITIL (strategic, tactical, and executive meetings)
- Promoting close collaboration with software suppliers and partnerships across multiple platforms and technology vendors
- SDMs collaborating with other Columbus teams and opening other doors to digital leadership when a customer decides to develop the business platform further

You can rely on us through your entire digital transformation journey, and benefit from the wide range of competence we can support you with:



Want to optimize your investment?

Columbus is here to help you every step of the way. We invite you to a value-realization assessment to identify the best way forward.

How does this assessment work?

Through a series of workshops, we will work with you on the following:

- 1 Clarifying your goals and defining value
- 2 Assessing gaps and risks to a successful solution adoption
- 3 Business landscape and current solution architecture
- 4 Organizational and entity differences
- 5 Complexity and areas of challenge
- 6 Key integrations and early visibility of high-level gaps
- 7 Transformation capabilities and change management
- 8 Exploration of solutions

The process is led by Columbus' team. The workshops require participation from key stakeholders within your business, such as C-suite, directors and other senior executives, subject matter experts, and the systems' end-users.

Rest assured, our No. 1 goal is to help you achieve yours. That's why you can trust us to recommend only the solutions you need. And we never take your trust for granted. If you can achieve your goals through minor adjustments to your technology stack or implementation, that's what we recommend. There's no one-size-fits-all approach when you partner with us.

We can help you:

- ✓ Optimize your costs
- ✓ Align your business and IT requirements
- ✓ Keep up with market changes and business goals
- ✓ Improve user experience and productivity
- ✓ Guarantee security and compliance
- ✓ Ensure performance and stability
- ✓ Enable quality control
- ✓ Full support for your end-users

Getting to know you and your business goals is part of our process. You won't be charged anything for the time we spend understanding your goals and needs to make our recommendations.



Why Columbus

- ✓ **Well-defined services and mature processes.** Columbus has upskilled consultants and industry experts. Our service delivery model has mature processes and best practices. This reduces the risk of IT dependencies, making service delivery more efficient and maintaining your business application ecosystem's health.
- ✓ **Proactive approach.** We deliver more than just support. Columbus is committed to guaranteeing operational excellence and your digital platform's modernization.
- ✓ **Modular pricing model.** The contract can be downsized and upsized according to specific customer needs.
- ✓ **Single point of contact and full accountability.** A dedicated Success Delivery Manager is assigned to keep you on track and guarantee the projected business value through customized governance models and close, seamless collaboration with other experts within Columbus.
- ✓ **End-to-end application management.** You can rely on us through the entire digital transformation journey: from strategy setting and implementation of cloud ERP to operations and transitions. You can also benefit from our close, seamless collaboration with other teams when you decide to develop your digital platform further.
- ✓ **Local presence empowered by global experience and resources.** We speak your language and understand your market. Thanks to our global expertise and helicopter view of different industries and businesses, we can enable your global growth and scale.



About Columbus:

Columbus is a global IT services and consulting corporation with more than 2,000 employees serving our customers worldwide. We bring digital transformation into your business and position you to thrive far into the future. We are experts in designing, developing, implementing, upgrading and maintaining digital business applications that help your business succeed in the digital transformation. Our consultants have experience in developing businesses in many different industries all over the world. We offer a comprehensive solution portfolio with deep industry knowledge, extensive technology expertise and profound customer insight. We have proven this through 30 years of experience serving more than 5,000 customers worldwide.