



PROMARK WORKFORCE MANAGEMENT



Application Management Service

FREE UP MORE TIME IN YOUR IT DEPARTMENT

With Application Management Service you can securely hand over your routine IT management of ProMark to Mark Information. We ensure that the system is operating optimally, that the database is optimised and that you are always on supported versions of ProMark.

This frees up time for the IT department to focus on other value-creating tasks and ensures faster problem solving and increased financial transparency.



Application Management Service

SYSTEM MONITORING AND EXECUTION OF TASKS

THE IT DEPARTMENT'S EXTENDED ARM

With Application Management Service Mark Information offers to monitor a number of services and modules in your ProMark solution. In other words, we closely monitor and support the system and ensure that it is running optimally.

We ensure:

VERSION AND UPGRADING

- That you are operating on a supported version of ProMark, including an annual upgrade of the software

OPTIMISATION OF DATABASE

- That the database is cleaned up and reorganised in order to improve transparency in ProMark and ensure stable operation

BACK-UP

- That your back-up processes are monitored

Depending on which modules are relevant to your company, we also ensure:

PROHOST (PAYROLL/ERP)

- That integrations to e.g. payroll and/or ERP systems are working

PRONOTIFY

- That notifications are distributed in accordance with your setup

PROABS

- That workflows which reflect the company's personnel policies relative to the follow-up of, for example, absence and sick leave interviews are executed as defined in ProMark

PROREPORT

- That predefined reports are executed as agreed

PROBI

- That ProMark data is transferred to your Business Intelligence solution and is available for reporting to management

PROACCESS

- That the right persons or departments are advised if the access control system discovers doors which are not working properly or alarms that require action

OFFLINE TERMINALS

- That the right person or department is advised if one or more of your terminals are offline

Application Management Service

STABLE OPERATION OF THE SYSTEM

SECURITY AND SURPLUS IN EVERYDAY LIFE

Through the Application Management Service we take the IT operation related tasks off your shoulders and ensure that your ProMark solution is operating at all times or recovered within the service levels contained in the ProMark agreement (SLA).

FREEING UP TIME FOR OTHER TASKS

This removes the pressure from your IT department and frees up time to focus on other value-creating activities in the company.

FASTER PROBLEM SOLVING – MINIMUM INVOLVEMENT

At the same time, you are also assured faster reaction and problem solving in case of irregularities and will only be involved when there is a need for action.

FIXED MONTHLY FEE

INCREASED PREDICTABILITY AND TRANSPARENCY

With the Application Management Service the company pays a fixed monthly fee.

INCREASED TRANSPARENCY

This ensures predictable costs in the IT budget and thus increased transparency in the area.

SLA AND PERFORMANCE TARGETS

HOW TO GET STARTED

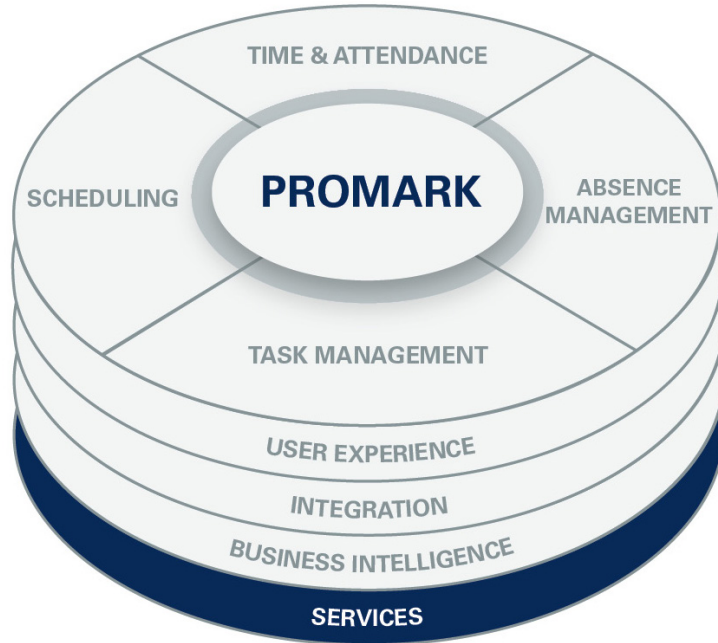
Before we assume responsibility for monitoring your ProMark solution we harmonise expectations and define performance targets and reporting needs together with you.

Please note that an Application Management Service agreement requires a ProMark Private Cloud agreement as well as a maintenance agreement with Mark Information.



PROMARK WORKFORCE MANAGEMENT

Application Management Service for ProMark optimises your company's investment in ProMark Workforce Management. With ProMark we help to manage companies' largest and most valuable and strategic resource – the workforce. Contact us at +44 1163 660 655 for more information about all opportunities or have a look at www.mark-info.co.uk.



TIME AND ATTENDANCE

Registration of working hours and deviation reasons validated against collective and local agreements creates the correct payroll basis



ABSENCE MANAGEMENT

Advanced handling of accrual, use and transfer of holiday. Sickness management with distribution on the right accounts and workflows for follow-up and overview



TASK MANAGEMENT

Registration of employee activities (job, project and process) refines ERP data for follow-up on resources and productivity



SCHEDULING

Planning and scheduling for effective use of company resources – even in case of deviations



USER EXPERIENCE

Smartphones, portal and terminals for registration, overview and approvals



INTEGRATION

Standard integration to payroll/HR/ERP ensures exchange of important data



BUSINESS INTELLIGENCE

Reports and analysis of data for measuring absence, productivity and savings



SERVICES

Hotline, private cloud, application management, superuser service and hardware service that ease the daily operation of ProMark

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MARK INFORMATION

Mark Information is an innovative software company offering Workforce Management solutions from offices in Denmark, Sweden, Norway, United Kingdom and Romania. Mark Information's Workforce Management solution ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way. Mark Information services global corporations and has more than 1000 installations and 300,000 users. Read more at www.mark-info.co.uk.

