

Merced Managed Services

The global economy has increased the pressure to control costs while delivering high levels of service and reliability. With routine administrative tasks and long project pipelines consuming IT budgets and resources, the immediate needs of business users may not be met in a timely fashion, slowing down your business's ability to deliver.

In an effort to accelerate time to business value, many organizations are turning to Merced Systems' Managed Services to get their Sales Performance Management and Service Performance Management solutions in place as quickly and efficiently as possible.

Merced Managed Services provides expert 24/7 support and maintenance services to ensure your Merced deployment runs smoothly. We provide a secure, scalable, reliable and proven managed services offering, allowing you to free up valuable IT resources to focus on other business critical tasks.

Leverage our Expertise

- Secure, Scalable, Reliable Infrastructure
- Administration & Maintenance
- Application Monitoring
- Data Management
- Operational Reporting
- Service Level Agreement



Increase your Efficiency

With Merced Managed Services, you have a single point of contact to address all issues related to your Merced deployment(s), allowing you to free up valuable IT resources to focus on your core competencies and mission critical processes.

Featured Customers



A trusted technology platform

Key Benefits

- Enjoy low TCO and accelerated ROI
- Scale network capabilities as your business grows
- Focus on core competencies by leveraging offsite hosting capabilities
- Reduce or eliminate the cost of maintaining in-house operations
- Connect with 100% of your external business community

A Proven Solution

Customer Experience

- Hosting customers since 2002
- Experience with global deployments across numerous industries
- Multiple terabytes of data

Reliability

- 99.9%+ uptime
- Redundant web/app tier (database optional)
- Redundant network infrastructure
- Hardware/application/job monitoring
- 24-hour on-call staff

Security

- SAS70 Type I and II facility
- Multiple firewalls
- Isolated hosting network
- Intrusion detection

Powerful & Flexible Managed Services Solution

Merced is responsible for managing, maintaining and monitoring the network, hardware and application infrastructure, including:

- Application accessibility and uptime
- Scheduled data load and calculation job monitoring
- Meeting agreed performance SLAs
- Operational Reporting

Key Benefits

Merced Managed Services helps make your IT budget more stable and predictable while at the same time helping you to increase your levels of internal support. We believe that leveraging Merced Managed Services will help you to:

- Reduce the total cost of ownership on your Merced application deployment(s) by reducing up front capital expenditures and reducing internal resource requirements
- Drive higher application service levels, by leveraging Merced expertise and best practices in managing the applications on an ongoing basis
- Accelerate application deployment, by leveraging Merced infrastructure to drive growth across users and data sources without having to wait for internal hardware/software procurement processes.

Learn More

For more information, please contact info@mercedsystems.com to find out how Merced Managed Services can help you achieve the goals of your organization.

About Merced Systems

Merced Systems is the leading provider of Sales Performance Management and Service Performance Management applications focused on improving operational effectiveness of sales forces and service organizations across a range of vertical industries. Merced Systems' award-winning products serve Global 2000 customers, and include advanced analytics and reporting, incentive compensation management, coaching, and other performance execution applications. With a strong track record of growth and delivering business impact to its customers, Merced Systems has been profitable for the past seven years. Merced Systems is a privately held company headquartered in Silicon Valley and London, with major customers in more than 20 countries worldwide. For more information on Merced Systems, please visit www.mercedsystems.com.