

RO PARDO



IT Service Management

for the natural alignment of IT services to current and future needs of the company and its customers

Reliability is a **100 percent** solution.

www.ropardo.ro

Skilled people, know how, fair prices and controlled risk - this is what you should expect from us.

65% of technical staff works in the Dedicated Team model.

Our team has the talent to transpose the client's vision into efficient business based on high quality.

E n g l i s h

G e r m a n

F r e n c h

H u n g a r i a n



Ropardo assists you with the implementation and management of quality IT services that meet the needs of your business.

We have the perfect mix of processes, people and information technology, that will help you leverage technology investments across your business and IT operations.

As far as outsourcing of IT services is concerned, we guarantee:

- Availability round-the clock, 365 days a year
- Specific and detailed branch know-how
- Reliability – Ropardo is an experienced and established company, a partner you can trust.

IT Managed Services

Increased efficiency through SLAs

Organizations are permanently searching to maintain a perfect balance between production and costs around application portfolio. Business needs the change entailing portfolio growth.

We can help. Our service level agreements are flexible to change: we will involve in your tasks to the extent you decide, but always complying to your expectation level of efficiency.

Our model addresses the following aspects of managed services in outsourcing:

Service Management

- SLA management and monitoring
- Requirements management
- Configuration management
- Transition management
- Communication management
- QA management
- Risk management
- Change management

Production Support

- Emergency fixes
- Application continuity
- Application monitoring
- DB monitoring
- Software infrastructure monitoring
- 24x7 Support

Maintenance & Enhancement

- Minor enhancement
- Incremental enhancement
- Corrective maintenance
- Preventive maintenance
- Data warehouse
- DB Administration
- Servers Administration
- Security

What you achieve

High Quality - Trust Services - Increased Performance

What do I get?

- Quality Level 2 and Level 3 support services measurable by SLAs and KPIs

How do I get this?

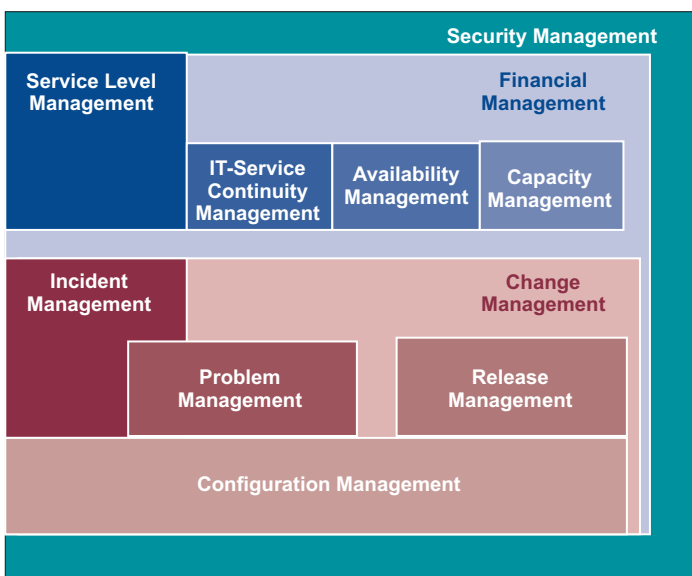
- From premises delivering via RDC and voice / documents

Whom is delivering?

- Dedicated or shared team, speaking your language, knowing your industry, aligned to IT

How we start?

- Together we select what is worth being supported outside premises, then we transfer knowledge to support specialist and then we start executing SLAs.



IT System Monitoring

Not only do failures in IT systems affect productivity, but they can also cause huge financial loss. With the help of monitoring solutions provided by Ropardo, you will prevent system failures. We support you in upgrading or building your own individual monitoring solution.

IT Infrastructure Management

IT infrastructure is the foundation of your entire business process. Our managed infrastructure services will assist you in managing your IT environment and operate at highest professional standards.

Managed Applications

The reliability of your applications is essential for the success of your core business. Ropardo supports you with professional application management services, from planning to operation.

Virtualization

Ropardo supports you in the development, implementation and professional operation of virtualization solutions – including maintenance and care.

Top 5 Reasons

Nearshoring with us

- Cost Reduction - up to 50%
- Customization - Solutions according your needs
- Experience - Understanding customer's demands.
- Quality - Skilled engineers + working procedures
- Control - Budget, reports and schedules over all project phases.

Technical Expertise

- SAP EPR
- Oracle E-Business Suite
- Databases
- Mobile Applications;

Experience

- since 1994 on the market
- core team - together in last 10 years
- team members are certified on different technologies: i.e. Java, Microsoft, IBM, Oracle, SAP

Language Skills

- English
- German
- French
- Hungarian

Please ask for other skills

What stands for “L2 support services”

Incident resolving that involves application configuration and in-depth IT administration tasks.

Also refers to any other tasks that do not require application development or source code changes.

Tasks can be triggered by any of processes within Service Delivery and Service Support areas.

What stands for “L3 support services”

Any tasks that require application development and/or source code changes.

Tasks can be triggered by any of the processes within Service Delivery and Service support areas



Collaboration Startup

To make it a pleasure to work with us, we defined the steps for collaboration startup. Some steps can be combined or their order can be changed.

Collaboration Models

We believe in building long-term business relationships based on mutual trust and respect.

Choose from the three business models we offer the one which best suits your needs. We will adapt it as per your requirements or we can define a mixed business model.

Time & Material
Turnkey Projects

Strategic Partnership – Dedicated facilities / team
Mix Model



By outsourcing part of your projects, you can

- Offload your legacy systems maintenance in order to free up your local staff to address more important and sensitive issues
- Nearshore your conversion projects. Technology platform and tooling conversions are now possible without overburdening your current staff.
- Complete projects that will not fit into your current time frame. Move the overloading projects offshore and concentrate only on the projects you consider critical



Are you looking for ...

SAP ERP

- Financial and Accounting area
 - Financial Accounting (FI)
 - Controlling (CO)
 - Asset Accounting (FI AA)
- Logistic
 - Materials Management (MM)
 - Sales and Distribution (SD)
 - Production Planning (PP)
 - Quality Management (QM)
 - Service Management (SM)
 - Plant Maintenance (PM)

Oracle E-Business Suite

- Financials area
 - General Ledger (GL)
 - Accounts Payable (AP)
 - Accounts Receivable (AR)
 - Cash Management (CM)
 - Fixed Assets (FA)
- Sales and Logistics area
 - Inventory (INV)
 - Order Management (OM)
 - Purchasing (PO)
- Manufacturing area
 - Process Manufacturing (OPM)
- Maintenance area
 - Enterprise Asset Management (EAM)



JAVA TECHNOLOGY

- Java 2SE, Java 2EE
- Apache Tomcat
- Eclipse/ Eclipse Framework
- AWT / SWING / SWT
- Java API for XML (SAX, DOM, XSLT, etc.)
- Java Servlet, Spring, Jersey, Jackson, Prime Faces
- JPA, Hibernate, iBatis, JDBC, EclipseLink
- Enterprise JavaBeans (EJB)
- Java Remote Method Invocation (RMI)
- Java Naming and Directory Interface (JNDI)
- Java Web Start, GWT
- Play framework

WEB TECHNOLOGY

- HTML5, XHTML, CSS3, Bootstrap
- JavaScript - Angular, Backbone, Node.js, jQuery, Dojo, ExtJS, RequireJS, Bower, Gulp, Grant
- Ajax
- Java Server Pages / JSP Taglibs
- XML, XSLT, JSON
- Apache Tomcat Server
- IIS / ASPX, ASP
- PHP, TYPO3, WebMail, osCommerce
- Joomla, Drupal, WordPress
- Symfony, ZEND Frameworks
- Domino Web
- Web services (implementations .NET, Java, Domino, etc.)
- Active Server Pages (ASPX, ASP)

.NET TECHNOLOGY

- SharePoint
- NET Framework
- ASP.NET, ADO.NET, ASP.NET MVC
- XML Web Services
- NET Compact
- C#.NET, VB.NET
- WPF, WCF, Entity Framework
- Dev Express, Telerik, Kendo UI
- Windows GUI Applications
- Reporting (Crystal Reports, Dynamic Reports, Reporting Services)

MOBILE DEVELOPMENT

- Android
- iOS - iPhone, iPad
- Windows
- Hybrid - Cross Platform
- Worklight

PORTAL TECHNOLOGY

- Portals: Oracle, Liferay, JBOSS, Websphere
- Portlets: Velocity, JSP, Struts, Flash, IFrames, Web Proxy, JSR 168
- Security: Ja-Sig, Acegi Security, OpenSSO

DATABASES TECHNOLOGY

- Database design and development
- SQL programming
- DB optimization and query analyzing
- SQL optimization
- DB profiling
- Oracle 9i / 10g / 11g
- Microsoft SQL Server Family
- MySQL
- PostgreSQL
- DB2
- MongoDB, Redis

PLATFORMS

- Windows
- Windows Mobile
- Linux / Unix
- iOS - Apple
- Android
- OpenShift
- Amazon
- IBM BlueMix

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