

myCOD

Consulting On Demand

Third-party maintenance assistance

Your expert on demand



Effectiveness
Shared / Secure
International

Availability
Responsiveness
Real time

Expertise
Technical and
functional support

Ease-of-use
Flexibility
User-friendliness



Accompany you over the long term

Committed to service quality and proximity, Authentic delivers user-oriented services for companies equipped with the Infor M3 ERP (Java, RPG), Infor CloudSuite, Infor OS, Birst and AIP.

myCOD is an international on-demand consulting and support service giving direct access in real time to Authentic's experts (technical and business consultants, system architects...).

Thanks to your personal work area, you get quick answers to all your needs related to maintenance, special development and consulting services.

Promises kept

Support made easy

The myCOD service is tailored to customers' needs based on the volume handled (occasional or recurring needs, number of users, etc.) and project type. Each myCOD customer has a time unit credit (tickets) from which consulting sessions are deducted on a 15-minute basis.

Requests entered in myCOD web portal are reviewed and then processed based on their type and criticality. Customers can track their requests in real time (notifications, status, statistics, etc.) and the remaining balance of their tickets.

“myCOD is not just a platform, it's a partnership with people who really support us and who listen to us.”

Bastien Pino, Group CIO at ORCHESTRA

• **myCOD World**
myCOD is an international global service available for Europe and North America, with a dedicated and bilingual team of consultants and project managers.

• **Winning service**
Today, the performance of myCOD is proven, with customer satisfaction indices that clearly attest to the user-friendliness and ease-of-use of the tool, but also service quality. The statistics integrated into the portal show excellent results in terms of processing and resolution times.

ENABLE package

Occasional needs, single-user access
Starting from 30 tickets (up to 30 hours of service)
No expiration date

PROFESSIONAL package

Recurring needs, multi-user access
Starting from 100 tickets (up to 100 hours of service)
No expiration date
Validation workflows included

ENTERPRISE package

Customized
Outsourced helpdesk with direct contact with end users

97.8%
of urgent requests
processed
the same day

Simple process with myCOD

Creation of request
www.mycod.fr



Qualification/
dispatch



Effort approval
if > 4 hours



Processing



Closure

USERS

TRAINING

Training and continuous learning

ARCHITECTURE

AUDIT

Architecture management,
System performance audit,
Installation of new product

MALFUNCTIONS

RESOLUTION

Debug and fixing of sudden
or recurring malfunctions
and anomalies



ERP

CONFIGURATION

Implementation of new
business requirements
including Infor OS

PROGRAM

MODIFICATION

Interfaces / API / Webservices,
EDI messages, Output
management



« With myCOD, we are guaranteed a quick response with a very low financial burden. »



Amandine Viale, CIO / CFO at Eurocave

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AUTHENTIC

Created in 2004, Authentic implements innovative IT solutions and services to support companies in their development. Authentic works with companies specialized in Distribution in Europe, Canada and the United States and offers services and solutions around :

- Infor M3, Infor OS, CloudSuite Distribution Enterprise : implementation, rollout, migration, support...
- Methodology : agility and reactivity for shorter and less expensive projects
- Process / solutions: Purchase to Pay, Business Intelligence.

Our added value is our ability to offer business solutions that improve productivity, encourage innovation and provide the flexibility companies need to adapt quickly to the challenges they face.

References : Akiolis, Autoliv, Qerys, Exadis, Manitou, Pochet du Courval, Orchestra, EuroCave, Frial, Haulotte, Dorel, Provost...