

Ensure your internal processes run effectively



Model N Application Services provides you with day-to-day support and expertise from the team who built the Model N platform. Our high-touch technical services drive adoption and value realization, while improving alignment with your business's ever-changing needs.

We oversee your processes and systems to ensure your Model N solutions perform as required and maintain data integrity. Our dedicated technical experts enhance your team, providing the guidance you need to achieve operational excellence across application support and operations, to configuration and extensibility, to quality control and compliance.



Application Support and Operations Services

- **SME Services (L2/L3 helpdesk):** Provide expert-level technical support for complex issues, troubleshooting, and optimization recommendations.
- **User Administration:** Manage user access, roles, permissions, and account maintenance to ensure optimal security and system performance.
- **Application Monitoring Services:** Continuously monitor system performance, availability, and usage metrics to identify and resolve potential issues.
- **Application Administration Services:** Administer updates, patches, backups, and infrastructure maintenance to ensure stability.



Configuration and Extensibility Services

- **Product Configuration and Extensibility:** Configure and extend Model N solutions through low-code development and APIs, accelerating the delivery of new capabilities.
- **Business Optimization:** Analyze and redesign processes within Model N to improve efficiency, reduce manual work, and enhance decision-making capabilities.
- **Reporting and Analytics Services:** Design and build custom reports, dashboards, and analytics to provide visibility into key revenue and operational metrics.



Quality and Compliance Services

- **Testing-as-a-Service:** Execute comprehensive system and integration testing to ensure quality and stability before deployment.
- **Audit Support Services:** Conduct system audits, maintain audit trails, and provide documentation to support compliance requirements and external examinations.
- **Data Management Services:** Manage data quality, integrity, governance, and security across Model N systems to ensure accurate reporting and compliance.
- **SaaS Update Support:** Manage SaaS transitions and ensure configurations, customizations, and integrations remain compatible.

Why work with Model N Application Services?

- Free your IT team to focus on supporting your business in more strategic ways.
- Keep pace with business, market, and regulatory changes.
- Rapidly capitalize on new features, functionality, and process enhancements.
- Ensure your Model N platform performs as required and maintains data integrity.

Put Model N to work for you.

Schedule a meeting to learn how we can help you achieve organizational flexibility, operational excellence, and greater value from Model N.