enterprise analytics

Simplex

Simplex is a flexible solution that delivers expert customer support when you need it most. We understand the importance of making sure that your IFS landscape is always up and running to meet your needs. However, we also recognize that every business has unique needs and budgets, which is why we have developed a customer support plan that is adaptable to your specific requirements.



Unlock the Power of Your IFS Solution With Simplex

In today's ever-evolving business landscape, adaptability is the key to success. As businesses navigate dynamic environments, the need for flexible ERP (Enterprise Resource Planning) services has never been more paramount. Imagine seamlessly integrating new acquisitions, swiftly restructuring internal processes, or effortlessly adapting to regulatory changes – all with the agility of a well-tailored ERP system. This is where Simplex steps in.

Flexible ERP services aren't just a luxury; they're a strategic imperative for businesses seeking to thrive amidst change. Whether it's streamlining mergers and acquisitions, responding to regulatory shifts, or empowering employees to drive productivity, the benefits are clear. With Simplex you can harness the power of flexibility to unlock new opportunities, streamline operations, and stay ahead of the curve in an ever-competitive market, all while keeping costs down.

Take advantage of the transformative potential of flexible ERP services. From accelerating growth to enhancing customer experiences, we'll explore how our tailored services can elevate your business to new heights of success. It's time to embrace flexibility, adaptability, and innovation with Simplex.

The Simplex Framework

Flash Response

Expect prompt assistance with our lightning-fast response time, ensuring your queries are addressed within one hour.

ERP Health

Continuous monitoring of your database health to ensure optimal performance and reliability.

Estimate Your

Get transparent estimates for tasks that exceed four hours before committing to the work.

Separate Jira

Streamlined communication and issue tracking through our dedicated Jira portal.

24×7 Support

We provide round-the-clock support to ensure the smooth operation of your IFS solution.

Escalation Hub

As a member of the IFS Success Program our service delivery team is uniquely positioned to escalate your system issues with IFS to ensure a swift resolution and minimize downtime.

Meet The Trainer

Access to expert trainers to enhance your team's skills and maximize the value of your IFS investments.

Pay-As-You-Go

Flexible payment options that allow you to scale your support according to your needs.

Dedicated

A single point of contact to address your concerns and ensure a seamless support experience.

Call The Expert

Direct access to our team of seasoned experts for personalized assistance and guidance.

Proactive

Anticipating your needs, we go beyond reactive support to deliver proactive solutions that enhance your system's capabilities.

Best Business

Leveraging our extensive industry knowledge and experience, we guide you towards adopting and implementing the most effective and proven methodologies, ensuring that your operations are aligned with industry standards and positioned for success.

Central to Our Ability to Empower Businesses is

An extensively experienced team

Our team comprises of seasoned IFS subject matter experts, equipped with the skills and knowledge to provide comprehensive support across various domains.

Data analysis and visualization

Leveraging advanced tools such as Power BI, we empower businesses to extract meaningful insights from their data, enabling informed decision-making and strategic planning.

External integrations expertise

With a focus on seamless integration, particularly in specialized areas such as banking and warehousing solutions, we ensure that your systems work together harmoniously to maximize efficiency and productivity.

Industry-specific knowledge

Drawing from our extensive experience across diverse industries, we possess a deep understanding of the unique challenges and requirements of different sectors. This industry-specific expertise enables us to tailor our support services to meet the specific needs of each customer, driving tangible results and fostering long-term success.

At Enterprise Analytics, support goes beyond being a mere service; it is our fundamental purpose. We are dedicated to being your trusted partner every step of the way, providing unwavering support that empowers your business to thrive in an increasingly digital world.

With our global footprint and commitment to transformation driven by people, we stand ready to support your journey towards success.

Customer experiences



We have worked with Enterprise Analytics for about 5 years as a support customer and have been quite happy with their ability to deliver exceptional service.Their customer-centric approach and round-the-clock support have been instrumental in ensuring seamless day-to-day operations. Whether we faced minor technical glitches or required assistance in optimizing processes, their dedicated support team was always prompt, knowledgeable, and eager to assist.

Richard Sczerowski,
Controller/ERP Manager
Dan T. Moore (USA)



Enterprise Analytics' unmatched support availability has been a game changer for us. Water and wastewater is a demanding industry that operates non-stop, and any downtime can have severe consequences across the business. With EA's extensive knowledge in Enterprise Asset Management and support, we have confidence that expert assistance is always available, ensuring that our operations run smoothly without interruption.

Brian Barry,
IT Manager
EPS (Ireland)

e-analytics.com

Enterprise Analytics is a global technology consulting and business transformation partner delivering solutions that help organizations maximize the value of ERP, AI, and digital technologies. Its services span ERP implementations, IFS Cloud upgrades, managed services, analytics, integrations, and AI powered automation.

Enterprise Analytics operates across the UK, US, Canada, Australia, UAE, and Sri Lanka, supporting customers in over 30 countries and partnering closely with IFS to deliver practical, outcome driven transformation.