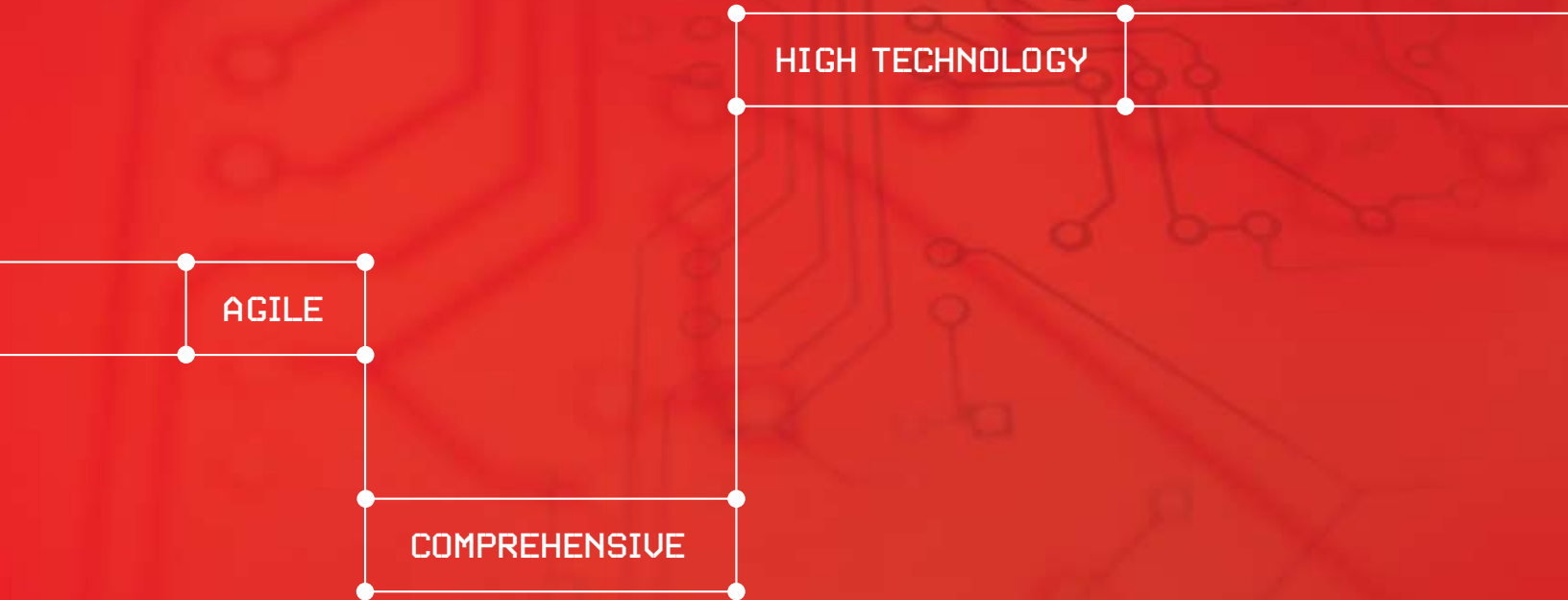




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# APPLICATION SUPPORT SERVICES

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# APPLICATION SUPPORT SERVICES

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## APPLICATION SUPPORT FOR COMMERCIAL AND GOVERNMENT CONTRACTING SYSTEMS

Supporting complex contracting systems and keeping them running efficiently can be time consuming and expensive to manage in house. Let Mindlance Life Sciences assist you with supporting your contracting systems by establishing a stable, long-term application support model that will alleviate internal IT resourcing pressures and provide more effective and timely support to critical business users.

## APPLICATION SUPPORT OPTIONS

For each of the options below, Mindlance can incorporate an onshore/offshore component to the delivery model to maximize the overall value proposition.

- ↳ Remote support through our dedicated Contract Management Support Center based in Edison, NJ.
  - With this service, you can purchase a block of support hours or purchase an annual support contract. All that we require is remote connectivity to your systems.
  - You are assigned a primary Mindlance contact that will know your business and technical infrastructure and will serve as the point of contact for all support issues.

- ↳ On-site support from Mindlance Technical Support Consultants.
  - With either full time or part time resources, our consultants can provide the critical support your business needs by working onsite, side by side with your business users.
  - Our onsite consultants have access to our Support Center for additional expertise.
- ↳ We can assist with recruiting for your fulltime or contract positions.
  - We have many contacts in the pharma industry. If you provide us with a job description, we can inquire within our network of industry contacts to find the right resource.
  - We have 24x7 recruitment capabilities with our offices onshore and offshore that allow us to reach far beyond our own industry contacts. We put each candidate through our rigorous screening process to ensure only the best candidates are presented.
  - We provide a very flexible approach to staffing, through proven delivery methods of contract, contract-to-hire and permanent placements.

## WHY PARTNER WITH MINDLANCE FOR YOUR SUPPORT SERVICES?

SUPPORTING CONTRACT MANAGEMENT SYSTEMS CAN BE A COSTLY AND TIME CONSUMING OBLIGATION. LET THE MINDLANCE EXPERTS ASSIST YOUR ORGANIZATION IN THE FOLLOWING WAYS:

- ↳ ALLEVIATE INTERNAL RESOURCING PRESSURES AND PROVIDE MORE EFFECTIVE AND TIMELY SUPPORT TO CRITICAL BUSINESS USERS
- ↳ REDUCE RISK OF STAFF TURNOVER AND THE COST ASSOCIATED WITH ON-BOARDING NEW HIRES
- ↳ DECREASE TRAINING COSTS - OUR STAFF IS TRAINED AND EXPERIENCED IN THE APPLICATIONS AND TECHNOLOGY WE SUPPORT
- ↳ MINDLANCE IS EXPERIENCED IN REAL WORLD DEPLOYMENT OF CONTRACTING SYSTEMS AND BRINGS THAT EXPERIENCE TO THE SUPPORT OF YOUR APPLICATIONS

### CONTACT

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### OTHER LOCATIONS

Hoboken, NJ  
Raleigh, NC  
Pittsburgh, PA

Phoenix, AZ  
Bangalore, India  
Gurgaon, India

