



ABOUT INTEGRA:

Integra offer a full range of skills to support your Agresso project. This includes a comprehensive set of technical services, and over 15 years experience of Agresso installations. Integra has over this time, accumulated a high level of skills and knowledge in providing technical services to ABW users.

Integra services have developed a set of speciality services to help support and strengthen your in-house ABW team – whatever the size, here are examples of these services:

- ▶ SRS - Systems Review Service, an in depth review of your ABW systems and processes
- ▶ RACS - Remote Access Consultancy Service
- ▶ SSAS - Systems Admin Support Services, Pro-active monitoring of your ABW solution including detailed report and analysis

Established in 1995, with over 160 clients worldwide, Integra Associates is a UNIT4 Approved Partner.



OPTIMIZE YOUR ABW SYSTEM

Not all companies can afford to maintain the specialist skills necessary to administer the Agresso Business World (ABW) installation. For many, the overhead of time or money prevents the allocation of the resource necessary for the smooth running of their ABW environment.

Integra Associates offers a service to provide a solution to this problem: SASS

Integra's System Administration Support Service provides skilled resource to undertake these administrative tasks on your behalf at a time and at a cost that meets your needs.



SASS is based upon the key principle that prevention is better than a cure. With pro active system management, monitoring and preventative maintenance, your ABW solution will be running like a well oiled machine.

We offer SASS on a tailored basis influenced by the ABW modules implemented, number of users, transaction volumes and IntellAgent usage. This provides us with a clear indication of the frequency required for your specific system.

Our technician will provide a report outlining the key areas of your system, identifying areas for immediate attention and flagging areas for further investigation using a simple

traffic light system. Your report will comprise:

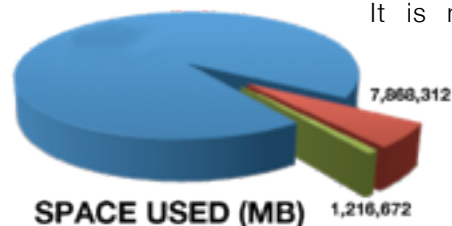
- ▶ High level summary
- ▶ Environment overview and dashboard
- ▶ Dashboard data
- ▶ Checklist
- ▶ Application server, Database Server detail and usage and web server detail
- ▶ Visual Summary Indicators
- ▶ Final summary

System downtime and system errors can be costly and time consuming, with SASS these areas can be identified and dealt with efficiently. The report also provides an excellent basis for upgrades, development and appraisal.

We can prepare relevant information and liaise with the helpdesk on your behalf where fault resolution lies with the software vendor.

We can also advise on new releases, new features available, impact analysis, upgrade roadmaps and installation of minor updates.

The SASS service is available in Renewal and Renewal Plus. It is not



however a replacement to you Annual UNIT4 Maintenance Agreement.

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For a more detailed overview of the SASS service, please email info@integro-associates.com for our brochure and example reports.