

Infor XA Remote Management



Guide Technologies offers comprehensive support services to help clients concentrate on essential business and IT objectives. Our tailored solutions help promote system reliability, faster response times, lower risk, and more efficient resource allocation, which results in reduced costs.

The following services are offered with our 8x5 support of Infor XA:

MONITORING SERVICES

Application Job Management

- Monitor job and job queues
- Manage unattached jobs
- Take corrective action on the outstanding application messages in message queue QSYSOPR
- Monitor system to ensure it meets minimum space requirements
- Restart down applications
- Perform Spool file management
- Clean up application message queues
- Maintain and manage logs and take corrective action
- Analyze failed jobs and reporting

Infor Development Framework (IDF) Level Monitoring

- Monitor environment(s)
- Monitor environment-specific servers - System Link/Net Link/NMS/HPS Auxiliary from the Link Manager

PROTECT YOUR XA INVESTMENT

Guide Technologies' remote management services for Infor XA provide your team with solutions tailored to your unique business needs. Enjoy peace of mind knowing you are maximizing your XA investment and reaping the benefits of having a trusted Infor Gold Channel Partner in your corner.



**ENHANCED
SYSTEM RELIABILITY**



**FASTER
RESPONSE TIMES**



**REDUCED
RISK**



**IMPROVED
EFFICIENCY**



**REDUCED
OPERATING COSTS**

SUPPORT SERVICES

Application-level User authorization and management

- Modify, add, and delete users
- Create user profiles/security maintenance
- Manage user privileges and roles
- Perform password changes
- Manage XA User Security
- Manage XA User Task/Area Assignments
- Support user and device management of non-XA applications with vendor support
- Software licensing

Incident Management

- Provide first-level user support of incident
- Provide incident escalation management to Infor Support
- Support customer-created incidents with Infor Support
- Troubleshoot issues through remote diagnosis
- Single patch apply management and promotion related to incident

IBM Administration Functions

- Schedule Jobs in IBM native or advanced scheduler

Backup Services*

- Maintain backup schedules
- Monitor backups and notify of issues
- Restores upon request (may require assistance from 3rd party vendor)

ADDITIONAL SERVICES**

Application PCM/Patches Management

- Perform PUI Analysis to establish patch management sizing event
- Provide component system updates that include fixes for incidents and minor and major release
- Request installs of PCM/patches
- Install product PCMs, patches/cyclical/upgrades to application environment
- Request promotion of patch once tested
- Perform PCM/patches promotion from test to production environments
- Source upgrade integrations for any modified XA source

*Customer is responsible for managing backup media

**Not included but available as time and material services (upon request)

Out of scope: any activity not specifically listed in Monitoring Services or Support Services and any Additional Service unless requested.