

## Infor® XA Remote Management

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



Gold  
Channel Partner



**Monitoring  
Services**

**Support  
Services**

**Additional  
Services**



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## MONITORING SERVICES

### Application Job Management

- Monitor job and job queues
- Manage unattached jobs
- Analyze failed jobs and reporting

### IBM Administration Functions

- Schedule jobs in IBM native scheduler

### Infor Development Framework (IDF) Level Monitoring

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

### Infor Application Administration Functions

- 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
- Take corrective action on the outstanding application messages in message queue QSYSOPR

### Infor XA Backup Services\*\*

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

## 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

### Incident Management

- Provide first-level user support of Xtreme ticket
- Provide incident escalation management
- Support customer-created incidents with Infor Xtreme
- Troubleshoot issues through remote diagnosis

## ADDITIONAL SERVICES

### Application Patch Management

- Provide component system updates that include fixes for incidents and minor and major release
- Request installs of patch
- Install product PTFs, patches/cyclical/upgrades to application environment
- Request promotion of patch once tested
- Perform patch promotion from test to production environments

10 complimentary professional service hours, included in the subscription  
Incident Management Tracking  
Comprehensive system health assessments: 2 per annual term

*\*\*Customer is responsible for managing backup media  
Out of Scope: Any activity not specifically listed in Monitoring Services and  
any Additional Service unless requested.*



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