

ISE | Managed Services

IBM® and Infor® XA Remote Management

Rely on ISE's experienced remote managers for your IBM i server and Infor XA business systems management.



Gold Channel Partner

Benefits of Managed Services



Knowledge

Fill any personal gaps where IBM i or Infor XA knowledge is vital.



Performance

Streamline your systems' performance and reduce on-site IT loads.



Minimize

Minimized data loss and system downtime risks.

We can perform a number of functions from remote monitoring Infor XA and IBM performance to handling software and OS upgrades.



monica.hill@iseteam.com



www.iseteam.com

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CORE SYSTEM MONITORING SERVICES

- **Printer Management**
- **Application Job Management**
- **IBM Administration Functions**
- **Performance Monitoring**
- **Infor Development Framework (IDF) level monitoring**
- **Infor Application Administration Functions**

SUPPORT SERVICES

- **Operating System-level User Authorization and Management**
- **Application-level User Authorization and Management**
- **Incident Management**

ADDITIONAL SERVICES

- **System Patch Management**
- **Application Patch Management**
- **IBM Hardware Management Console (HMC) and LPAR Management**
- **Backup Recovery Media Services**
- **10 Complimentary Professional Service Hours, Included in the Subscription**
- **Incident Management Tracking**
- **Comprehensive System Health Assessments: 2 per Annual Term**

This list is only a partial list of services available through our remote managed services department.

Leverage ISE's experience in IBM enterprise systems and Infor XA



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