



IT Support Services

VISUAL Maintenance Plans Ensuring the continual integrity and security of your VISUAL business system investment

Overview

Today, enterprise business systems, such as Infor ERP™ VISUAL, have become a vital part of a company's business infrastructure. Like the machinery, tools and resources throughout your company, your computing environment is a mission critical asset that needs to be regularly maintained in order to provide peak performance and minimize any potential interruptions in service. Keeping your enterprise system healthy and running smoothly requires attention to a variety of factors, including:

- Reviewing, considering, and testing of regular VISUAL® software updates.
- Development of updated and/or new procedures to accommodate software updates.
- Performing regular database backups and validating your database restoration procedures.
- Routine review of database and server logs for critical events and file system capacity utilization.
- Client level support to ensure client PC's are properly configured and installed with the right updates.

Synergy Resources can remove the worry and complexity of managing updates and system maintenance tasks by providing a maintenance plan that works for you. Whether you are looking to outsource part or all of your system maintenance tasks, we can customize a program to fit your specific needs and IT budget.



"We have Synergy Resources come out once per quarter to check the integrity of our data, run database maintenance routines, and download any new patches. The service gives me peace of mind that our server is running smoothly and that VISUAL is always up-to-date."

**Nyla Kientzler, Controller
Sag Harbor Industries**

"With the Monthly CD Subscription Plan, I receive a CD at the end of the month that contains every available VISUAL update. Having everything I need on one CD results in a huge time savings for me. I don't have to log on to a web site and search for downloads. It's all right there in an easy-to-use format."

**Mike Tagner, IT Manager
BIO-Botanica**

Synergy Resources provides a variety of Maintenance Plans that are designed to help you keep your Enterprise Business System running at peak performance by ensuring your VISUAL system is up to date, safe and secure. Software updates and patches that are regularly released from Infor to continually improve the product, address reported issues or provide enhancements are maintained in a test environment for your review. These updates may address issues you are experiencing or issues you may not have realized you're having. Synergy Resources can also provide regular checks of system and database logs, backups and system performance indicators on your servers as well as client level support of application files and configuration settings.

Examples of common issues:

- Having to search the Infor library for VISUAL updates that may potentially affect your organizations system, and individually downloading each patch.
- Uncertainty of how current or thorough your back-ups are.
- Lack of internal IT resource capacity and/or specialized expertise.
- Lack of a test environment to review new software updates without impacting your production system.
- Inconsistent review of database and server logs for discrepancies and potential capacity and system utilization issues that could interrupt operations.

Whether you're looking to fully outsource your system maintenance or have our technicians work in concert with your IT staff, we can help you keep your system running smoothly.

Monthly Subscription Plan

The Monthly Subscription Plan offers a monthly compilation of all Infor ERP VISUAL software updates for your convenience. This includes a comprehensive outline of all release notes contained on the CD, so that you can review all changes relevant to your organization. This plan provides your IT staff with the convenience of all current updates in a single package. Maintaining a library of these regular update packages offers you a resource for previous versions no longer available from Infor.

Remote Maintenance Plan

The Remote Maintenance Plan offers the use of Synergy Resources' experienced IT professionals to cost effectively manage all aspects of your VISUAL system on a regularly scheduled basis. This service plan includes:

- Maintaining of a test environment to enable new updates to be tested and previewed with a copy of your production database in a safe, off-line test environment.
- That same test environment will allow the development and testing of updates or new procedures that coincide with the software releases.
- Regular checking of system and database logs.
- Regular monitoring of database backups.

On-Site Maintenance Plan

The On-Site Maintenance Plan includes those items in the Remote Maintenance Plan on-site at your facility on a regularly scheduled basis. This plan also includes:

- Installation of new clients.
- Configuration and standardization of client setups, along with troubleshooting client connectivity.
- Review of specific procedures, issues and questions pertaining to administration of the VISUAL systems.

Maintenance Plan Features	Subscription	Remote	On-Site
Regular VISUAL updates	●	●	●
Test environment maintenance		●	●
System & Database logs check		●	●
Monitoring database backups		●	●
Client installations			●
Client standardization			●
Review VISUAL system issues and questions			●



channel partner

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