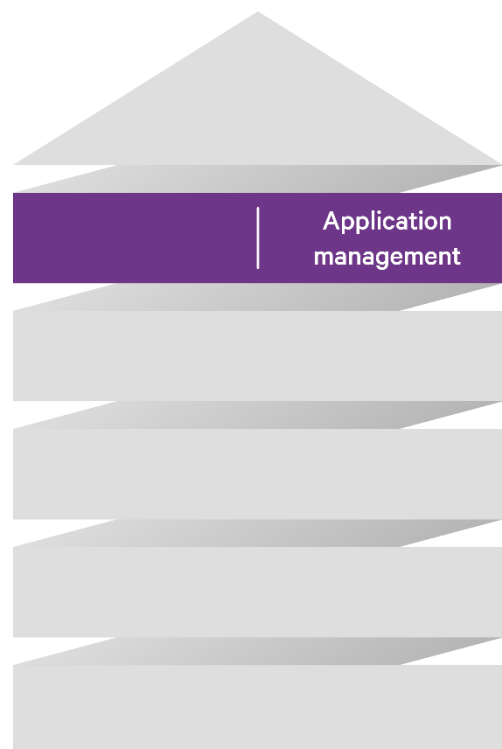


Generate added value through additional benefits: AEB professional services

System Vitality Check

The role of application management is to map and implement the business processes as successfully as possible.



Our service

Just like any other system, the operation of ASSIST4 requires a certain degree of maintenance. AEB also offers this maintenance for those ASSIST4 systems which are operated in your infrastructure.

Your benefit

A system maintenance performed properly, regularly and extensively

- guarantees smooth, high-speed operation
- avoids disturbances and
- reduces unnecessary consumption of resources

The services

Weekly checks

- Distribution batch processes
- Checking of protocols
- Measuring the processing times
- Checking of logs (Error.log, Batch.log and Web.log)
- Checking of interfaces (data records which got stuck in an interim process)
- Consultation with key users about customer satisfaction

Monthly checks

- Checking the existing system monitoring
- System clean-up of data that is not needed anymore (e.g. old service packs)

Annual or one-time checks or review meeting, Operation and user check to clarify if the software is still used efficiently or if the software must be further customized to match processes.

After prior consultation with the key users and the IT department, the results of the tests will be translated into specific actions which are to exploit the potential for optimization.

This includes the following activities:

- Changes to the configuration (standard functions and adjustments)
- Optimization of batch processes / distribution process to hardware
- Reorganization of ACMS databases
- Creation of support cases
- Log files deletion

The requirements

You provide remote access via dial-up connection to your system environment.

The costs

The costs amount to EUR 1,260 per month.