

## **Agresso Managed Service Overview**

The complete technical management  
service for Agresso Business World

# Document Overview



This document provides a technical overview of the Agresso Managed Service.

## Notes

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# Overview

## Introduction

Companies' IT resources are continually under pressure to deliver high quality services for specialist applications. Technical support staff in particular are being stretched to provide skills and advice for an ever increasing number of corporate applications. Often, IT departments are unable to respond to business needs as quickly or as thoroughly as required. Agresso Managed Service (AMS) provides a range of technical services in order to ensure availability and maximize the performance of your Agresso Business World solution.

Agresso Managed Service is a complete technical management service for the server infrastructure required to support the Agresso Business World application software. For a minimum period of three years, this service ensures that customers are able to implement Agresso Business World without needing to have specialist technical skills in the areas of:

- Relational Database Management Systems (RDBMS)
- Microsoft® Windows® Server operating systems
- Server Virtualisation Software.

The Agresso Managed Service is implemented using a combination of web and 'thin'-client technologies and utilises the customers' existing network of PCs, printers, file servers, etc. In some circumstances, Citrix Presentation Server is used for specific wide area networking requirements, so that all application software is held centrally within a secure Agresso Business World environment. The environment is then managed remotely by our nominated and skilled technical staff.

## Our responsibilities

As part of the Agresso Managed Service offering, we provide all the services required to operate, and administer, the Agresso server infrastructure on a day-to-day basis. The services provided under the contract are delivered for Agresso Business World's Smart and Self Service client applications.

In order for us to carry out the extensive responsibilities under the contract, the customer is required to implement Agresso Business World on platform hardware and software specified by our technical experts. To facilitate this process, we are able to take full responsibility for procuring, commissioning, installing

and configuring the Agresso Managed Service server hardware. The server software can either be supplied through us, or alternatively the customer may wish to obtain the necessary Microsoft Operating System, Microsoft SQL and Citrix software licences etc., directly from their usual suppliers, in order to take advantage of any corporate licensing agreements available to the customer.

## Customer responsibilities

With such projects, there are a number of activities that will remain the responsibility of the customer, such as responsibility for the supply and administration of all personal computers, printers and the networking infrastructure itself. The Agresso Business World application will execute on a number of virtual servers and will communicate with the user community using the customer's own network infrastructure.

The customer must provide two named Technical contacts and at least one contact should be available at all times. The customer will also need to provide a named Primary Business Contact. The customer's nominated business contact will liaise with our Technical Support Manager to provide an escalation route for any issues and to facilitate the reporting and discussion of on-going business requirements/changes.

The customer will retain full responsibility for the configuration and administration of the Agresso Business World application software, together with the development of any enquiries, reports, etc. that the customer may require. This application development work can, if desired, be sub-contracted to us and placed on a support contract, subject to detailed discussion.

## Managed Service prerequisites

The prerequisites for the Agresso Managed Service are: -

- completion of a Server Sizing Questionnaire
- named Technical Contacts
- primary Business Contact
- customer Site Audit
- acceptance of Agresso Managed Service proposal document.

# Managed Service Delivery

## Introduction

To ensure that the service is as efficient and consistent as possible, the Agresso Managed Service team will be the “Single Point of Contact” for all Agresso Managed Service customers. Our team will carry out its responsibilities for the operation and administration of the Agresso Business World server environment remotely, using the appropriate/ available connectivity. The precise method of connectivity will be agreed during initial discussions, but it is likely that we will use either the customer’s main communications system, or a dedicated SDSL/ADSL connection. The cost of all planned site visits, to discuss issues such as service delivery, are included in the Agresso Managed Service quotation - provided as part of the sales process. In order to assist with the delivery of an effective managed service, we will implement Nimsoft system management software. Our experience has proved that this is key to proactive problem recognition.

## Daily back-ups

The Agresso Managed Service technical support staff will carry out daily backups as part of the service. Our team will administer all backups on the servers within the Agresso Business World environment. This will be managed using InTechnology’s “Managed Backup Service” which provides online and automated backups, delivered using a secure VPN over the customer’s existing Internet connection, JANET, N3 or via a dedicated connection to InTechnology’s National Private IP Network. The Backup data is stored on enterprise-class disk storage within InTechnology managed data centres for immediate online or onsite DR restores.

## Operating system administration

As part of the Agresso Managed Service, a number of important administrative services will be provided:

### Operating system upgrades

Where an upgrade to the operating system is required for support purposes, or to support a new release of Agresso Business World, the customer will need to cover the cost of the necessary Operating System licenses, however our technical team will install Operating System upgrades as required in order to support the Agresso Business World application, as part of the Agresso Managed Service.

### Re-install operating system

If, following a failure of the hardware, the Operating System requires re-installation we will carry out this work under the Agresso Managed Service agreement.

### Fault correction

Our team will work with the Operating System supplier to address any operating system fault, as required on the supported servers.

### Operating system patches

We will supply and install, free of charge, all Operating System patches required to support the Agresso Business World application.

### Monitor & tune operating system

The team will monitor and tune the Operating System on all the servers in the Agresso Managed Service environment.

### Administer Windows printers

All printers to be used for direct report output will be created as Windows printers on the Agresso Business Server. We will administer the specified number of printers, as appropriate.

### Database administration

A number of critical database administrative services will also be provided:

### Monitor database space

Our team will monitor the database ‘space’ each day to ensure that there is adequate space and flexibility to allow for expected growth. We will carry out any database reorganisation, if needed due to space limitations, within the existing disk infrastructure. This is to ensure the optimum performance of the Agresso Business World environment.

### Database performance & tuning

We will carry out database performance tuning on the Agresso servers a fixed number of times each year. This will be determined by the size and ‘volatility’ of the Agresso Business World environment.

### RDBMS software upgrades

Where an upgrade to the RDBMS software is required for support purposes, or to support a new release of Agresso Business World, the customer will be required to cover the costs for the necessary RDBMS software licenses, unless the licences were procured through us. Our team will install RDBMS software upgrades as and when required to support the Agresso Business World application.

**Fault correction**

We will take responsibility for the resolution of faults that occur on the Agresso software database and will work, when required, with the RDBMS supplier to address any RDBMS problems on the supported servers.

**RDBMS software patches**

Providing we have supplied the RDBMS software, we will supply all free of charge RDBMS patches. Our team will install all RDBMS patches, as required to support the Agresso Business World application and uphold the security of the RDBMS environment.

**Database recovery**

We will perform database recovery on the Agresso Business World environment, as and when required within published supported hours.

**Re-install RDBMS software**

If the RDBMS software requires re-installation following a failure of the hardware, our team will carry out this work as part of the Agresso Managed Service agreement.

# Emergency System Recovery

## Agresso Managed Service environment

All hardware supplied by us has been configured with a high level of 'built-in redundancy' for the key components, such as power supplies, disk drives, etc. However, should a hardware failure occur resulting in a requirement to re-install/ restore any software or data, these technical services will be covered as part of the standard Agresso Managed Service agreement. This is providing that the re-installations/restores are carried out on the existing/original server platforms.

Our Technical Consultants will be on-site within twenty four hours of a call being placed, Monday to Friday\*.

## Business continuity disaster recovery testing

If the Agresso Managed Service customer requires us to assist in Business Continuity/Disaster Recovery testing, providing we receive reasonable notice, assistance will be supplied on a time and materials basis. The costs will be based on the consultancy rates in operation at the time of the requirement.

## Business continuity disaster recovery

If a 'disaster' should occur and the Agresso Managed Service customer requires our Consultant(s) to attend a nominated site to rebuild the Agresso Managed Service environment, a Technical Consultant will be on-site within twenty four hours of a call being placed, Monday to Friday\*.

This assistance will be provided on a time and materials basis. Again, the costs will be based on the current consultancy rates in operation at the time of the requirement.

## Agresso application Application support

Although Agresso Managed Service is a technical service, Agresso Managed Service customers will have a "Single Point of Contact" for all Support calls, irrespective of whether the problem is an Application or Technical issue. The nominated Technical Consultants for each individual managed service customer will retain responsibility for managing the resolution of all relevant support calls and maintain an effective dialogue with the customer/user and our various support staff.

## Application system administration

The customer is responsible for all Security and System Administration within the Agresso application software. This includes, but is not limited to:

- all user administration
- maintenance of master files and attribute values
- maintenance of the accounting structure
- creation and modification of balance tables, enquiry templates and reports.

If there is a requirement for enhanced security, this can be agreed and provided as required. If required, this service will be in addition to the Agresso Managed Service.

## Service packs & patches

We will supply and install all updates to Agresso software as and when required, under the Customers Change Control process. Usually, updates will initially be applied to the Test System for acceptance testing by the customer, before being installed on the main Production server environment.

This improves efficiency and reduces the risk of issues. It should be noted that the customer will be responsible for testing the updates and ensuring that they function correctly in accordance with business needs.

## Release upgrades

The cost of technical services for Release Upgrades is also included in the Agresso Managed Service. New releases are typically made available every 24-36 months and the cost of the technical upgrade is included. An initial upgrade to the Test System to facilitate customer acceptance testing, followed by an upgrade of the main Production system, is included in the service.

The customer will receive new releases of Agresso Business World software as described in the standard Terms and Conditions. The customer must maintain the Agresso Managed Service environment on a supported release of Agresso Business World at all times. Should a new release of Agresso Business World require an upgrade to some, or all of the platform hardware and software, the costs for this are not included in the Agresso Managed Service.

\*excluding English Bank Holidays.

# Reporting and Review

## Weekly/Monthly status reports

We are able to provide the customer with weekly/monthly status reports by e-mail. This will be supplied in an Adobe Acrobat (pdf) document. These status reports will detail all the support incidents experienced during the week/ month, whether reported by the customer to us, or discovered by our own technical support staff during their management of the systems. The reports will cover both unresolved issues, requiring further action, and matters that have been resolved to a satisfactory level during the week/ month. In addition, the status report will detail all significant administrative actions taken by our technical staff during the week/month.

## Monthly telephone review

Each month one of our Technical Support Managers will review the monthly status report with the Primary Business Contact by telephone, within one week of the status report being issued. Any actions agreed during this call will be confirmed to the Primary Business Contact by e-mail, and included in the next monthly status report. Progress on these actions will be reviewed during the next monthly telephone review.

## On-site reviews

The precise number and frequency of on-site reviews will be agreed with the customer, but would typically be two per annum. On-site reviews will provide the customer with the opportunity to review both the current and future requirements of the Agresso Managed Service delivery in more detail with our Technical Support Manager.

## Contact Us

For further details of how Agresso Managed Service can provide a complete technical management service for the server infrastructure required to support the Agresso Business World application software, please contact your Account Manager or Client Manager on:

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## About UNIT4

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With offices in 13 European countries, as well as 6 countries across North America, Asia Pacific and Africa and sales activities in several other countries, a revenue of €393.6 million was realized in 2008. UNIT4 is headquartered in Sliedrecht, the Netherlands. The company has around 3,450 employees.

The Group incorporates a number of the world's leading change embracing software brands including Agresso Business World and CODA financial management software.

For service-intensive organisations, the Agresso Business World ERP suite is widely acknowledged as the business software solution that delivers the lowest Total Cost of Change. This is achieved thanks to its VITA™ architecture which allows for ongoing, post-implementation changes without the typical external IT costs and services that can cost firms huge sums of money each year.

CODA, our best-of-class financials brand, offers mid- to large sized organisations around the world financial management, analysis and business process management. CODA solutions are differentiated by its LINK™ architecture that provides financial executives a 'no compromise' approach to application change management by allowing business systems to be added or changed and easily integrated into the most dependable enterprise financials solution on the market.

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