

Preventive Maintenance Support Package for Sage X3®

What is X3 Preventive Support :

The best support is preventive, It is not just a friendly voice on the phone or quick resolution time. Preventive support means that critical processes are constantly monitored and potential issues are identified before they occur.

At Tema Business Systems, we have developed best practices and expertise focused on various aspects of Sage X3® support and maintenance, ensuring the maximum uptime and performance of your ERP platform, so that you can stay focused on operating your business.

On weekly basis, our support team will go through a set of checklist to verify all aspects of Sage X3 solution : system and database, application components, functional modules and critical business processes. A detailed report is sent out periodically to inform about curative and preventive actions performed by the support team.



Who We Are :

Founded in 2006, Tema Business Systems is a global service provider for Sage X3, based in India and serving Sage customers and partners around the world.

Our Sage X3 practice is one of the largest in Sage X3 ecosystem, with over 45 consultants and years of experience, having the right balance of both technical and functional expertise.

We offer wide range of professional services on X3 covering pre-sale support, consulting and integration, customization, training, migration and post go-live support. Tema Business Systems is operating a global 24/7 helpdesk entirely dedicated to X3.

We bring the benefits of a global, international partner with the service quality and reactivity of a local company.

Key Features of Preventive Maintenance Pack :

Operating System Activities :

- Basic server administration follow up (disk space, process, memory and disk utilization, security parameters and log monitoring, system patch upgrade)
- Verification of system event manager (application, security, resources) *
- Verification of antivirus and security updates
- Oracle / MS SQL server log verification *

X3 Application Maintenance :

- Verification of critical processes (such stock or sales transaction failures)
- Workflow rules monitoring
- Any customer specific checks (to be agreed jointly with customer)

X3 Application Enhancement (15 hours/month) :

- Creation / enhancement of crystal reports
- Customization of ERP processes
- Setting up interfaces through import/export templates
- Creation of workflow rules

X3 Supervisor Activities :

- weekly folder backup verification
- Weekly folder data optimization
- X3 batch server monitoring

On Request, any time :

- Duplication of your production folder into test folder
- Backup of your folder (Files and DB)
- Creation of user, user profiles / menu profile
- Parameterization of security features (user, menu, function)
- Import and export of data using pre-defined templates
- Performance optimization (process time, report generation)

... And more, in addition to preventive support program, we also offer specialized services around X3 :

- Lowest Sage X3 customization resources, applying Six Sigma/CMM Level 4 project execution methods
- 24x7 Helpdesk for X3
- Customized SLA plan as per your requirements
- Sage X3® implementation services

Sign up today and get 30 days support free !

Starting from 990 Eur month

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