

Technical System Maintenance

A health check and fine tuning of your Microsoft Dynamics system for peak performance and peace of mind.



Just like your car needs regular service, business systems require maintenance and technical health check to run smoothly. To ensure that you have an 'accident free' run of your system, we offer a value packed 1-day technical system maintenance procedure.

WHAT IS INCLUDED IN THIS SERVICE?

Our Essential Maintenance service consists of a multitude of technical maintenance tasks and usually takes one day to perform, we will also include an option to perform the more extensive services after hours, which makes sure your system is not effected during the maintenance checkup.

ESSENTIAL SYSTEM MAINTENANCE

Our consultant will:

- Update Test companies with live data, refreshing the test database with the latest up to date version of the live companies.
- Test backup procedures and maintenance plans. Run through the complete backup and restore process to make sure it has been thoroughly tested in the event of failure.
- Perform extended integrity checks on databases.
- Create a detailed report on databases health, such as size, growth and table sizes.
- De-fragment the data within each table of the database, clearing out free spaces in the rows of data.
- Tune performance suggesting a number of improvements for processes that are taking a long time to complete, such as imports or special modifications.
- Clean up drive/de-fragment files to remove unwanted, old, discarded and long forgotten files, freeing up space on the server.
- Check drives for errors.
- Remove /create additional test companies.
- Install standard Reporting Services Reports for Dynamics / CRM. These are available from the Microsoft Website as a downloadable package and can be installed on the customers Reporting Services Site.

“...you will rest easy knowing your system is in a good shape.”

COST

Essential System Maintenance
Normal operating hours - \$1,000

Essential System Maintenance
Remote afterhours access - \$800

Technical System Maintenance



WHY IS TECHNICAL SYSTEM MAINTENANCE IMPORTANT?

The reasons why you should service your system regularly are multiple - from the crucial company data safety to eliminating productivity losses from poor speed and system performance.

In the past, we witnessed a number of companies losing key financial information due to invalid back up procedures. Other cases included systems grinding to a stop because of poorly maintained server data and resources. To help you avoid these disastrous situations, Professional Advantage has a packaged Technical System Maintenance service.

WHAT ARE THE QUALIFICATIONS OF CONSULTANTS PERFORMING THE MAINTENANCE SERVICE?

All consultants are Microsoft Dynamics professionals and/or Microsoft Dynamics Masters. We have a team which has a combined experience in Microsoft Dynamics ERP systems and technologies of over 40+ years.

Every technical consultant has more than 6 years of extensive Dynamics Technical experience with specific Database administration and management skills relating to Microsoft systems and practices.

OTHER SERVICES FROM PROFESSIONAL ADVANTAGE:

- Refresher or new user training.
- Business process review to adjust the system to meet changed business requirements.
- On demand consulting to solve any system issues.
- System customisation.
- Development of business intelligence solutions.
- Creation of intranet sites for collaboration, information sharing and workflow.
- Complete IT Infrastructure review and consulting.

PROFESSIONAL ADVANTAGE

Professional Advantage is a leading provider of business solutions that are focused on adding value, bottom-line results and improvement from performance to profit. Over 850 Australian and global organisations rely on Professional Advantage for its software implementation, support and services.

CONTACT US:

Level 16
124 Walker St
North Sydney NSW 2060
Tel: 1800 126 499
Fax: +61 2 9923 1415
www.pa.com.au/microsoft
email: microsoftinfo@pa.com.au