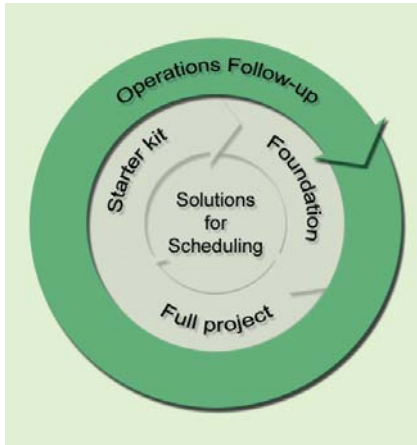


ORSYP PROFESSIONAL SERVICES

"Operations Follow-up" Package



ORSYP Professional Services offers you customized follow-up of your IT Production

ORSYP France
Paris

ORSYP Software Inc.
Boston, New York, Atlanta,
San Francisco

ORSYP Deutschland
Köln, Walldorf

ORSYP Italia
Milano, Roma

ORSYP Ibérica
Madrid

ORSYP UK
London

ORSYP Nederland
Amsterdam

ORSYP Suisse
Genève

ORSYP België, Luxembourg
Brussels

www.orsyp.com

Go for "made to measure" Production follow-up

The "Operations Follow-up" package will assist you in the everyday operation and optimization of your production automated by Dollar Universe Solutions.

Customized service

ORSYP Professional Services offers you an advance stock of consultant days to be consumed within a given period, making the management of our interventions extremely flexible. A simple e-mail is sufficient to trigger a site visit, whatever formula you have chosen.

Your dedicated consultant, well acquainted with your specific environment, will be quick to intervene on a wide range of topics:

- risk prevention,
- advice on managing technological change that impact scheduling,
- recommendations for maintaining optimum service levels.

This is also an opportunity to talk about developments to our product range.

Flexible service

With this package, ORSYP Professional Services offers this service as a complement to Dollar Access, providing you customization, detailed knowledge of your environment and integration into your projects.

The "Operations Follow-up" package is available on a "scheduled frequency" or "annual quota" basis. As an example, ORSYP Professional Services suggests 1 or 2 days a month, 30 days a year or 1 day a week.

Because
your computer
operations
are **vital**

Go for "made to measure" Production follow-up



DESCRIPTION

A pick and mix formula

With ORSYP Professional Services, you define both the content and the frequency of your "Operation Follow-up" package in light of your requirements and the state of your projects.

A wide range of services

Your dedicated consultant can help you on a wide variety of topics, as shown below:

- development of your functional architecture and its impact on Dollar Universe job configurations (new workflows, modifications, migrations),
- development of your technical architecture and its impact on your Dollar Universe Solutions architecture (new servers, consolidation/distribution of servers, implementation of high-availability solutions etc.),
- maintenance of the norms and standards documentation,
- administration of Dollar Universe Solutions instances,
- follow-up and optimization of your production quality.

These service activities take the form of recommendations, definition and implementation of an action plan or on-site interventions in your Dollar Universe Solutions configuration.

Deliverables

Your production is secure. Each intervention results in a report summarizing the actions undertaken and associated deliverables in terms of documentation or Dollar Universe Solutions configuration settings.

FOR MORE INFORMATION

Contact us

email

services@orsyp.com

Internet

www.orsyp.com

Fax

+ 33 (0)1 47 73 12 10

For any further information concerning this or any of the other packages in our customer range ("Solutions for Scheduling", "Starter Kit", "Full Project", "Foundation") or for details of our "made to measure" solutions, please contact your Sales Engineer or mail us at services@orsyp.com.