

Features

- A tailored set of services to help manage the technology of business more effectively
- The flexibility built into PROTECT allows services to be enabled or disabled at any time
- Highly trained personnel operate to procedures certified to the International Standard, ISO9001

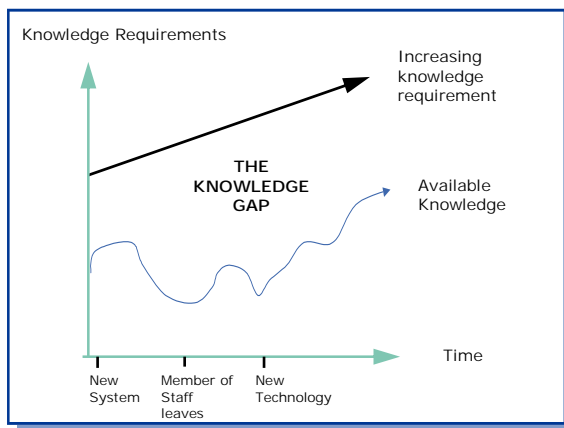
*“The flexibility and responsiveness of the Agresso PROTECT service gives us the comfort that our systems are always operating at their full potential. Knowing that our present and future IT needs will be looked after by PROTECT has also allowed us to save costs”*

Jerry Lewis  
General Manager  
Panasonic UK

WHAT IS IT?

*“The flexible & cost effective solution to your Technical Business Needs”*

Following many years of providing technical assistance to our customers Agresso has devised a flexible schedule of services which is aimed at assisting your organisation in achieving a higher level of technical expertise.



The ever increasing changes in technology place a tremendous burden on organisations with specific regard to the level of competence required to support their technical infrastructure. Change is always accompanied with a requirement for knowledge and it is our view that the future holds acceleration in this trend with the consequence of a growth in the knowledge gap.

PROTECT BRIDGES THE GAP

WHY NOT DO IT YOURSELF?

Each organisation has the ability to identify its technical needs and manage the “scale of the knowledge gap” by:

- Employing additional skilled staff
- Providing additional training for existing staff
- Allowing for skills to be acquired through practical experience

All of these options have a high cost :

- Technical staff are expensive and there is a time delay associated with their introduction
- Additional training achieves increased knowledge but the current pace of change necessitates a constant training requirement
- Learning by experience is a dangerous path which could potentially result in high costs in terms of problems encountered.

HOW CAN PROTECT HELP?

The flexible nature of a PROTECT Services Schedule not only allows you to define its content, in discussion with one of our Technical Consultants, but also allows you to specify the time period for which you require each of the services contained within it.

Thus a PROTECT Services Schedule tailored to your own requirements could assist you in resolving such issues as a key member of your technical team deciding to leave your employment or you urgently requiring Relational Data-base Skills or Microsoft releasing a new form of technology.



# Agresso Ltd.

## PROTECT Services Customer Requirements Form

<b>Customer Name</b>	
<b>Contact</b>	
<b>Position</b>	
<b>Tel. No.</b>	

*Please indicate the services and period for which they are required in the columns provided*

DSL Code		Service Description	Service Required		
			Y/N	From	To
<b>PAIX</b>	<b>000</b>	<b>All AIX</b>			
PAIX	001	Users & Groups Management			
PAIX	002	File Systems			
PAIX	003	System Shut Down & Start up			
PAIX	004	Terminal Interfaces			
PAIX	005	Device Management			
PAIX	006	Spooling & Queuing Management			
PAIX	007	Backup & Restore Procedures			
PAIX	008	Performance Management & System Tuning			
PAIX	009	Problem Diagnosis			
PAIX	010	Problem Solving			
PAIX	011	Application of New Releases			
<b>PNTS</b>	<b>000</b>	<b>All Windows 2003 Server</b>			
PNTS	001	Installation & Configuration Management			
PNTS	002	Disk Allocation & Management			
PNTS	003	Security & Permissions Management			
PNTS	004	Network Management			
PNTS	005	Printer Management			
PNTS	006	Resource & User Management			
PNTS	007	Backup & Restore Procedures			
PNTS	008	Performance Management & System Tuning			
PNTS	009	Problem Diagnosis			
PNTS	010	Problem Solving			
PNTS	011	Application of Service Packs			
PNTS	012	Application of New Releases			
<b>PSQL</b>	<b>000</b>	<b>All Microsoft SQL Server</b>			
PSQL	001	Server Administration			
PSQL	002	Installation & Configuration Management			
PSQL	003	Device & Data Base Management			
PSQL	004	Security & User Management			
PSQL	005	System & Database Backup			
PSQL	006	Performance Management & System Tuning			
PSQL	007	Problem Diagnosis			
PSQL	008	Problem Solving			
PSQL	009	Application of New Releases			
<b>PODBC</b>	<b>000</b>	<b>All ODBC</b>			
PODBC	001	Server & Client Component Management			
PODBC	002	Data Source & Connectivity Management			
PODBC	003	Problem Diagnosis			
PODBC	004	Problem Solving			
<b>PORA</b>	<b>000</b>	<b>All Oracle</b>			
PORA	001	Installation & Configuration Management			

***Please return completed forms to : Mrs Christine Jones, Professional Services Administrator,  
Professional Services Department, Agresso Ltd., Riverside House, Normandy Road,  
Swansea, SA1 2JA .***

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DSL Code		Service Description	Service Required		
			Y/N	From	To
PORA	002	Device & Data Base Management			
PORA	003	Security & User Management			
PORA	004	System & Database Backup			
PORA	005	Performance Management & System Tuning			
PORA	006	Problem Diagnosis			
PORA	007	Problem Solving			
PORA	008	Application of New Releases			
<b>PUNI</b>	<b>000</b>	<b>All Uniface</b>			
PUNI	001	Server Management			
PUNI	002	Client Management			
PUNI	003	Problem Diagnosis			
PUNI	004	Problem Solving			
PUNI	005	Application of New Releases			
<b>PQL</b>	<b>000</b>	<b>All QL &amp; CRM</b>			
PQL	001	Application of New Releases			
PQL	002	Application of Service Packs			
PQL	003	Backup & Recovery Procedures Management			
PQL	004	Performance Management & System Tuning			
PQL	005	Interfaces to 3rd.Party Products			
PQL	006	Problem Diagnosis			
PQL	007	Problem Solving			
<b>PHOLS</b>	<b>000</b>	<b>Holiday Cover</b>			
PHOLS	001	Oracle Data Base Adminsitration			
<b>BACK</b>	<b>000</b>	<b>All Backup Management (Veritas or Arcserve)</b>			
BACK	001	Backup Software Installation			
BACK	002	Backup Strategy Compilation			
BACK	003	Backup Strategy Verification			
BACK	004	Backup Strategy Test Restore			
BACK	005	Backup Strategy Test Restore from sql dump			
<b>DPCI</b>	<b>000</b>	<b>All Desktop PC Installation</b>			
DPCI	001	Standard PC Installation with desktop OS and configuration to a network			
DPCI	002	Microsoft Software Installation and Configuration (MSOffice)			
<b>SNC</b>	<b>000</b>	<b>All Small Network Configuration (SNC)</b>			
SNC	001	Installation of additional network nodes (physical cable and RJ45)			
SNC	002	Infrastructure configuration			
<b>HC</b>	<b>000</b>	<b>Health Checks</b>			
HC	001	3rd. Party Servers - Additional Server Performance checks			
HC	002	SQL Database			
HC	003	Oracle Database			
<b>SOFT3</b>	<b>000</b>	<b>3rd. Party Technical Software Evaluation</b>			
SOFT3	001	Constructive Analysis of Software Purpose			

*Please indicate below your preferred service frequency e.g. 1 site visit per month and/or 2 "logins"*

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*Please indicate the services and period for which they are required in the columns provided*

DSL Code	Service Description	Service Required		
		Y/N	From	To

*per month*

**For Agresso Use Only**

<b>Completed By</b>		<b>Passed to PSD</b>	
<b>Position</b>		<b>Approved by</b>	
<b>Date</b>		<b>Date</b>	

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