

SWI provides a number of both Application and Technical Support Services Programs for companies running the Ross ERP application. SWI Support Services have performed services for versions as far back as version 3.1 and we know the application extensively. SWI offers a full menu of support option from an 'a-la-carte' selection to a full suite of support services to fill in where your IT Staff hasn't the time or expertise.

Companies that can use one or more of our support programs include those:

- That are not on the CDC/Ross ERP Support Maintenance Program
- Who's IT Staff is overwhelmed with the time and effort to support the Ross ERP solution
- Who need an Ross ERP application, Technical, or Database expert in crucial times
- Who want to be safe than sorry, and want to make sure they're ass is covered before
- That don't stay current with their Service Pack Updates (SP2 has significantly improved MFG costing)!
- Who don't have a Database Expert on staff who knows the Ross ERP database (MS SQLserver or Oracle)
- Who don't backup their database and users client machines every night (or would like to automatically)
- Who fear their backups are not getting done or are suspect to being lost misplaced, etc.
- Who fear downtime because of the uncertainty of recovery capabilities and of course the huge cost
- Who want to know when your servers are on the verge of failing and how they're usage capacity
- Who when doing a customization want to know they're doing it right and won't break something else



Our standard Support Service offerings are briefly reviewed as follows but we can certainly tailor a plan for your specific needs.

- **ERP Traditional Support** is applicable for resolving vendor ERP application problems and problems related to SWI developed modifications and enhancements. This support comes with on-demand resolution support where an SWI Support Consultant can do web demo's and/or take over a users ERP session to analyze the issue first-hand and perform some direct problem analysis. Depending on the level of support this may require a copy of your ERP environment and a periodic update of the production database.

What's not covered are ERP application problems caused by external sources such as user configurations and infrastructure failures such as servers, database, and network. To prevent such failures use EMS Infrastructure Support Services as described below.

- **ERP Update Support** augments the IT role and responsibility and is proactive making sure your ERP application and underlying foundation code (such as IAF) is as up-to-date as possible by applying vendor released hot-fixes and service pack updates. Since Ross ERP Service Packs not only fix bugs but also provide key functionality enhancements, many if not most all companies should take advantage of this support if they're not already applying updates.

Each update is tightly planned and coordinated with company management to minimize downtime, and assure recoverability if something were to go wrong. Since new functionality is released with service packs any additional user training necessary to leverage the service pack is provided.

For those Service Pack Releases that add/change or delete functionality it is possible and highly recommended to do the update on a separate mirrored application server (local or SWI hosted) for user testing and configuration before making the update in production.

- **Help Desk Support** offers users the convenience of an IT Helpdesk for your users to get answers to "how do I" questions for the Microsoft (and Open Source) Office products, technical support for users with PC problems, and your ERP Application. Helpdesk Support comes with on-demand resolution support where a SWI Support Consultant can do web demo's and can take over a users ERP session for how-to demonstrations. This support is offered on a per incident basis and a base monthly subscription charge.
- **ERP Modification Support** provides support for the modifications and enhancements made to the ERP application no matter who the developer was, including Ross Systems. This support is offered free with a Traditional Support agreement and if the modifications were performed by SWI. There is an initial cataloging effort that's performed to make sure we understand and can correctly identify the modifications.
- **HOTLINE Support** offers customers direct response when you have an emergency or just need some help with your Database (either Oracle or MS SQL) or your Ross ERP application. Hotline support also covers many technical issues that you might have with servers such as virus attack recovery, and such. This hotline support offers services from certified DBA experts with years of Ross ERP database and application support and management.

Once again, you guys saved the day for us. Don did an excellent job. Just a couple loose ends to clean up. Don will help us with them later today.

It really was a fluke Oracle failed and couldn't recover, but I'm glad we had a real expert available. Thanks a million!! *John Wieser, IT MgrMinn-Dak Farmers Cooperative*

Call HOTLINE Support not only after you get into trouble, call HOTLINE Support **before** you do, before you're about to force close a month or a year, before you install a Ross Service Pack and, before you 'FIX' data. Let our hotline ensure that if something such as fixing data breaks your system you'll have the ability to recover!

I'm sure there have been many times when you wish you had someone at your fingertips who you can count on to get you out of those tough problems not only with the Ross ERP database but with the Ross ERP "technologies". When your system is broken, where ibrowser doesn't work, crystal reports no longer work, and you want to run Smartclient but can't because it's not installed, call the HOTLINE.

Call HOTLINE to help you perform Ross ERP Administration such as;

- Managing (and duplicating) your Ross ERP environments such as Production for testing and development
- Managing (fixing) your IAF issues with menus, Smartclient, iBrowser, Crystal Reports, and Service Packs

Call for a DBA/Ross ERP Technical Expert with extensive Ross ERP database experience who knows all of the Ross ERP nuances of the database and the Ross ERP application architecture. Call our expert who has expertise migrating data from Oracle to MS SQLserver and the expertise to know what to before, during, and after major Ross ERP UPGRADES.

- **Database Administration Support** is again key to managing one of (if not the most) important assets your company has, its ERP data, its customer, sales, vendor, purchasing, inventory, and manufacturing data. DBA Support provides a monthly review, assessment and status/recommendation report of your server health, production data health, version/patch set (as supported by ERP vendor), general hardware configuration, recoverability, security, lock conflict reduction, capacity planning, and performance degradation issues. Issues found can be addressed by SWI DBA Services at an additional cost or by your own DBA personnel.

DBA Support begins with a Database Analysis to review the initial health of your database. This is available to any customer whether or not they chose to continue on the monthly program. Let our DBA expert make sure your database will continue to live as long as you expect it too and that if it does fail that you're in a good position to recover quickly (hopefully to the point in time when the failure occurred).

DBA Support includes a full validation test of your backup process repeated at a minimum of every 3 months. Each validation requires the client company personnel validate and signoff that their backed up data has been validated and data recoverability meets their expectations.

- **Stand-by Database Support** is critical to minimizing downtime recovery and possibly hours of lost transactions when your database or servers crash. For most companies the real cost and damage to the business from downtime only lasting a 'brief period' is significant especially when the cost of a standby database is a fraction of that cost.

SWI Managed Technical Services Group provides Standby Database Support service that will create and maintain a local or remote read-only '**Stand-by Database**'. The benefits are obvious. This service introduces one of the key elements within a disaster recovery plan, eliminates recovery time needed to perform a full and incremental database restore from potential server crashes, and most importantly very little transaction data loss occurs. This service further adds a layer of protection in the ability for "point in time" recovery as the transaction logs are duplexed to multiple locations."

This service minimizes the significant cost of downtime as well as the lingering operating problems caused by the interruption. The 'Stand-by Database' can be local or remote stored on hosted servers for 24/7 availability. Recovery time for database / server interruptions is at a fraction of the normal recovery time and is very cost effective requiring only a few days of initial work and a monthly support service fee. Note that this service is offered to both MS SQLserver and Oracle Database platforms, regardless of the underlying operating system! It's also important to know that deploying a stand-by database does not degrade your production database performance; quite the opposite it can actually increase performance by offloading read-only reports.

'Standby Database Support' is only a part of the overall Database Administration (DBA) Support that SWI offers. DBA Support Services includes monthly database health analysis, database recovery and testing services provided on a periodic basis, lock conflict reduction, and database performance management.

- **Remote Data Backup (RDB)** is offered on a per monthly GB charge for your database and/or all of your laptop/desktop computer data. This provides multiple versioning and will even allow you to retrieve deleted files. RDB is used by many of the largest companies in the world for fast and highly secure backups. This solution is easy to setup and happens fully automatic with no manual intervention necessary. For those occasions where the backup doesn't occur successfully alerts are sent to SWI and local users. This service is offered as a subscription service and based on the number of GB saved.

- **EMS Infrastructure Support** is Enterprise Monitoring Services. This service is all about proactive, preventive, protection; we call our 3P. EMS provides automated monitoring of your IT infrastructure to report on performance levels and to alert SWI and you of dangerous situations about your server health and security, storage performance, network performance, and required operating system patch levels. The entire effort is to provide protection to your organization with prevention that is done proactively before catastrophe occurs resulting in IT downtime or degraded performance and resulting costs! This service also provides IT Infrastructure capacity visibility and planning which is critical for IT to provide top quality performance to its organization.

The automated monitoring service provides monthly a Services Report (that includes recommendations, highlights, performance analysis, vulnerability analysis, and patch analysis), a Scorecard Report on availability and utilization, and a Security Report.

This service is offered on a subscription basis and is priced on a per-device that's monitored from \$100 - \$200/month. There is also a one-time minimal setup fee to install/configure the software. The consulting services to resolve these issues are offered on an hourly basis with significant planning with the customer.

- **Development (IAF) Design and Programming Support** is available on a per incident charge or for large projects on a subscription based service. With over 15 years of development experience our developers know how to design/spec customizations and enhancements. They know that often customizations aren't even necessary; they know what to watch for so a customization doesn't break other functionality, and they know all of the issues/areas that need to be addressed for a complete modification.

Also extremely important is the use of a development standard because without it upgrades can be very costly. Our guideline standards document called 'The Kinder, Gentler Approach for Development' makes upgrades kinder and gentler. Our development teams have developed over 15 new modules for customers, and have extensive experience with all languages and how to use Ross web-services.

SWI Support Services are managed from our data/support center operated in Greenville, SC. SWI Support Services staff has extensive experience with both the ERP application and the Technical Services to manage the application configurations and database platform. SWI Support Services frontline personnel needing additional assistance can and do rely on our expert application consultants in all areas of the ERP solution.

Summary

Along with our expertise in Ross ERP implementations, development, upgrades, and (live and video) training we know everyone can use a little help now and then. If you'd like to engage any of our support programs then please feel free to contact our Business Development Director at services@softwareworks-inc.com.

Customer Support, John Theisen	864-370-1592
Gavin Weldon, Business Development	678-819-3902
Ron Cantrell, Professional Services Director	512-732-0585
John Bettencourt, Consulting Services Mgr	626-791-1734
Brad Paul, Business Performance Services	678-819-3902



We started supporting the Ross ERP solution for customers back with version 3.1 years ago. Both our Ross ERP expertise and Technical/Database experience is second to none

Over the years we've recognized that companies have splintered needs, some need help with their database, some need help applying service packs, others need everything.

We've simply formalized what we've done for so long and are also offering new technology features that we can leverage for customers to take advantage of such as the 'Stand-By Database Support'. It's simple to do, simple to maintain, and very cost effective for most companies who can no longer afford hours of downtime and need quick recovery.

We hope you'll let us tell you more about our support services and let us pilot some of them for you for free such as the Remote Data Backup and the EMS Infrastructure Support Programs.

Look forward to hearing from you,

*Steve Heimburger
President*