

ProActive Server Support

Leaving you to look after your business

www.adpdsi.com

■ Totally comprehensive support

ProActive Server Support (PSS) is the new service from ADP providing customers with the security that their Autoline server is being monitored 24/7. This service ensures an enhanced availability of the server; saving time, money and reducing business risk.

PSS is active around the clock, enabling monitoring agents deployed on the server to periodically check for any signs of problems and report them back to the ADP Network Operations Centre. This allows ADP to respond, often before any effects are experienced by the users. In many cases, this pre-emptive action may prevent system outages.

■ ADP Extranet provides key information to end users

Results from the ProActive monitoring of key server statistics can be viewed via the ADP extranet portal at any time. When defined criteria are met, notification is made directly to ADP. The customer's authorised staff can also view the same notifications and view the progress and resolution of any subsequent support process.

■ Key benefits of PSS

- Monitoring of key system information and ongoing performance of the server, increases uptime and reduces risk
- Optimisation of the server and operating system maintains maximum availability and performance of the Autoline system
- Full restoration of the system and application following any hardware failure; allows the business to be up and running as quickly as possible
- Single point of contact and ownership, for all system and performance related issues, allowing peace of mind that any problems that should arise will be quickly resolved

PSS requires an 'always-on' support connection



■ 24/7 Server Monitoring

- ProActive support
- View server statistics on-line
- Reduce operational costs
- Increase system availability
- Reduce management time
- Reduce business risk

“ADP’s PSS service will provide our customers with the ultimate server protection, not only with 24/7 monitoring but safe in the knowledge that in the event of a hardware failure their system can be restored to full operating level. PSS represents both a critical business tool and a compelling business proposition.”

Andrew Dean
Vice President Services
ADP Dealer Services UK



■ Layered Support from ADP

ADP provides tiered layers of support to ensure the highest uptime for the Autoline DMS server.

Hardware Maintenance

The ADP team of field engineers have almost 400 man years experience and are trained and accredited in line with manufacturer recommendations and have a full escalation channel back to hardware and operating system manufacturers.

ProActive Server Support

Provides pro-active monitoring, management of the operating system and a full environment restoration after any failure.

Autoline Software Support

Synchronised with the other support services to ensure that responses to customers are seamless and optimum operation is restored in the shortest time.

Customers who adopt all three support layers are able to benefit from the highest level of support. Recovery and restoration times after a failure may take longer if a reduced level of cover is selected.

The ADP PSS service underpins the Service Level Agreement (SLA) provided by the ADP application support teams and reduces the need to deal with multiple suppliers.

You can concentrate on running your business.



■ PSS monitoring provides

- Increased availability
- Notification of overdue operating system backups
- Health of key server components
- Wide range of alerts and warnings

■ The ADP PSS package includes:

- Operating system technical support including advice and guidance*
- ProActive monitoring and alerting
- ADP administration scripts, including operating system backup with reminder notification*
- Application specific kernel tuning to maximise performance*
- ProActive installation of ADP recommended operating system patches, fully tested to ensure compatibility with the application*
- Restoration of operating system and rebuild of Autoline database following system failure
- End-to-end management of application database following system performance issues*
- Problem diagnosis for application printing issues
- General file system maintenance and Sendmail troubleshooting*
- Full escalation to hardware manufacturer and operating system author*

* Items indicated can only be provided in an advisory capacity without ADP server hardware maintenance

For further information please contact your account manager on 01635 214242 or email dsi_sales@adp.com