



SYSTEMS AND DATABASE MAINTENANCE

What is InterDyn AKA's Systems and Database Maintenance Plan?

InterDyn AKA's Systems and Database Maintenance Plan is designed to help optimize performance of your business systems and prevent business interruption due to system underperformance and downtime. By signing up for our Systems and Database Maintenance Plan, you will avoid the most common causes of data loss and poor productivity-inadequate backups, disk drive capacity issues, database inefficiencies and poor systems documentation. We will monitor and perform maintenance on your SQL Server and the databases that are used by your Microsoft Business Solutions applications, documenting the results of our visit. In addition, if your system requires, we will make changes to system parameters and recommend changes to your hardware or server software configuration. Our expertise with Microsoft Business Solutions and its interaction with your network enables us to take the burden of maintaining them away from your company, freeing up your time to run your business.

What does Interdyn AKA's Systems and Database Maintenance Plan include?

We will visit your site once per month to perform a series of diagnostic tests and performance improvement activities. Our services include:

- Monitoring your database and MBS SQL server to identify potential problems and/or obstacles to optimized performance
- Modifying system parameters and settings when appropriate to correct or avoid system problems and optimize performance
- Ensuring backup procedures and other disaster recovery tasks are being performed properly
- Updating documentation of your environment with results of our findings
- Recommending further improvements to your server, systems or database environment when applicable

What is not included in the Systems and Database Maintenance Plan?

While we are committed to performing the maintenance required to keep your systems running efficiently, your servers and databases may require further attention that are out of the scope of the Systems and Database Maintenance Plan. You may decide that your organization will take ownership of these tasks, or you may choose to have InterDyn AKA perform these services. Examples of such situations include:

- Reconfiguring hardware or network infrastructure
- Reinstalling Microsoft Business Solutions or third party applications on servers or on individual workstations
- Reinstalling SQL Server, Windows Server or Citrix Software
- Restoring backups in the case of data loss or system or business process errors
- Performing backup tasks or any other tasks that our documentation explicitly states is your responsibility

How do we schedule maintenance activities to be performed on our system?

The Systems and Database Maintenance activities require approximately four to eight hours per month of our Systems Engineer's time, depending upon the tasks we are asked to perform. You don't have to worry about your network being down during our visits, and we are very flexible with the way we schedule them. Most often we will mutually designate a certain week per month as the time we will perform the service and then call a week prior to confirm a specific date and time during that week. In other cases you may decide that you would prefer to call us each month at your convenience to schedule an appointment. We will work with you to determine the procedure that works best for your organization.

What does the plan cost?

There is an annual fee of \$4,800 for the Systems and Database Maintenance Plan. This cost covers one on-site visit per quarter. If you are interested in signing up for this plan, we will visit your site at no charge to evaluate your systems and to agree upon a monthly task list.