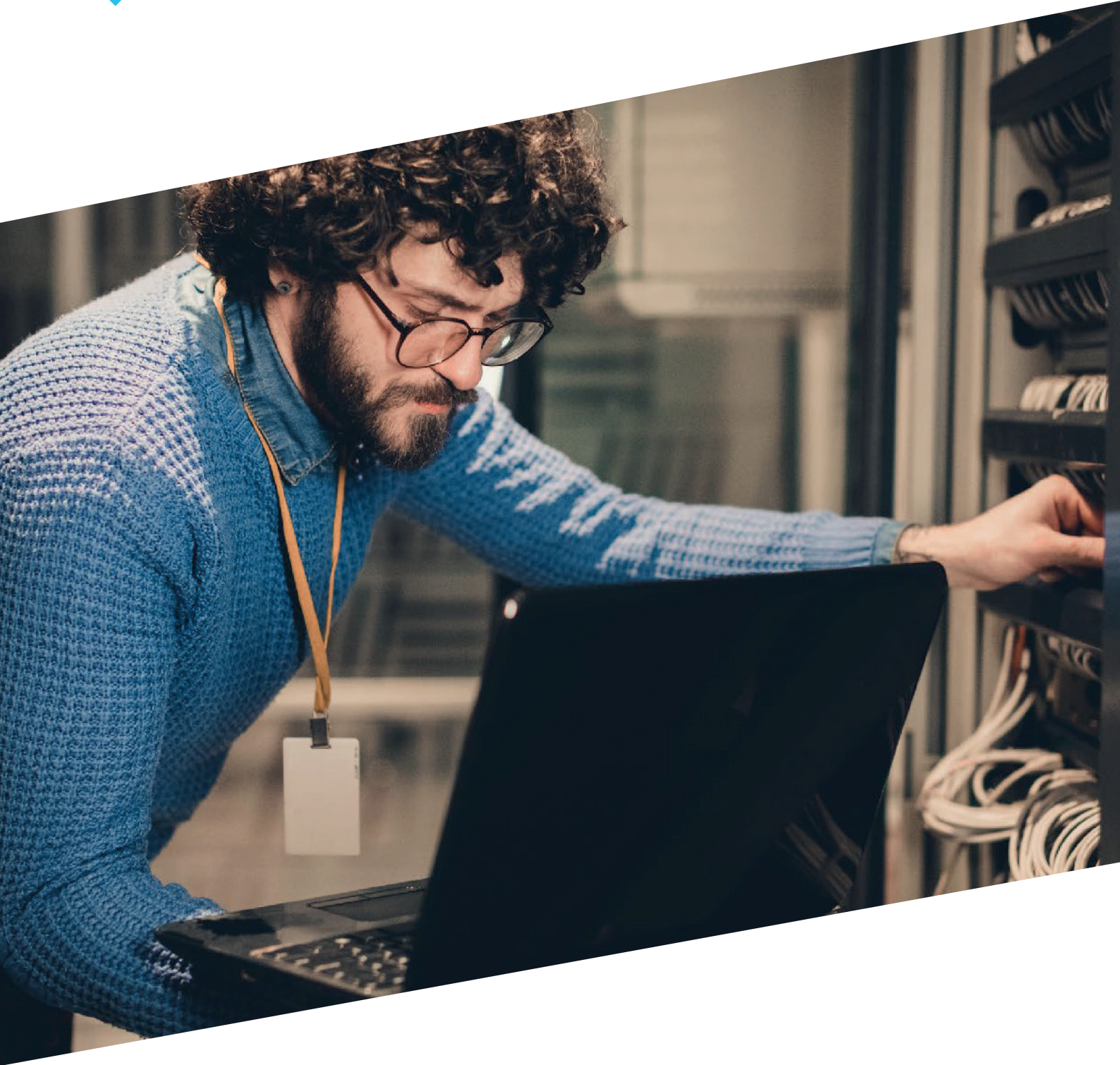**Integrated Business
Software & Solutions**

Integra
Managed Services

Secure, reliable and cost effective Managed Services

To ensure you can run a finance system reliably, it is crucial to have the necessary IT expertise and know-how to provide reliable support. However, employing and retaining skilled IT support staff can be a costly endeavour, which may lead to financial burdens and potential impacts on profitability.

By opting for Integra Managed Services, you can overcome the challenges associated with supporting a complex IT system. Through outsourcing the required skill and support, you gain access to experts who can proficiently manage the Application, Database, and Operating system. They ensure that all relevant patches and security measures are diligently maintained and up to date, safeguarding the integrity and security of your finance system.

With this managed approach, you can focus on your core business activities while entrusting the critical IT aspects to capable hands, providing you with peace of mind and the ability to enhance your overall efficiency and productivity.
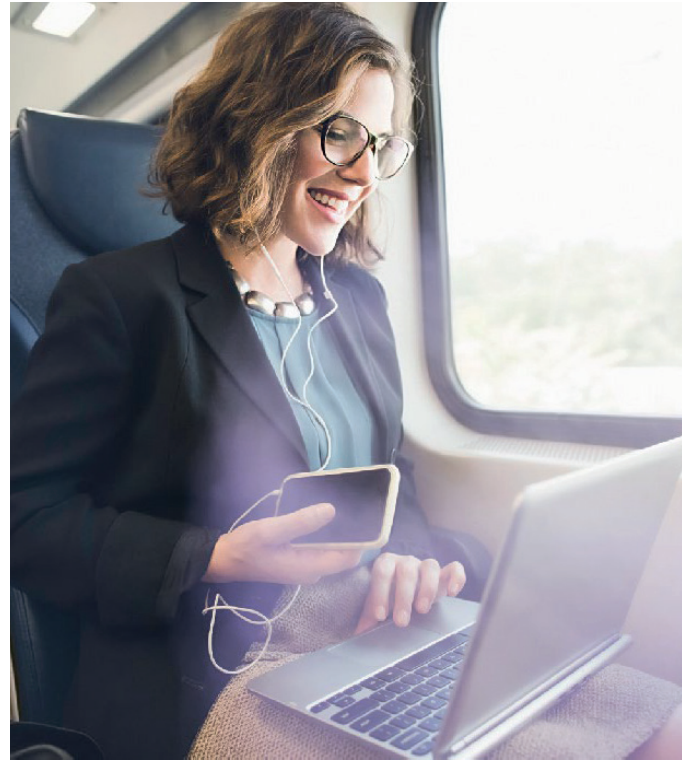
P2P Enables:

- Enhanced performance and resilience with pre-agreed service levels

- Ensure your system software is kept up to date and has the relevant security in place

- Choose the right level of support for your needs

- Integra system expertise to manage your system

- Reduce the cost of hiring and training IT staff to manage your finance system infrastructure

- Reduction in the need to train IT staff on how to use Integra

What's Integra Managed Services all about?

Simply put, Integra managed services involves outsourcing key elements of your IT system to us at Integra Business Software and Solutions (IBSS). We manage the software and applications of your Integra environment, leaving you free to focus on your day-to-day business operations and achieving your goals rather than on your IT. What's more, we operate according to pre-agreed service levels, giving you peace of mind and security that your IT systems won't ever let you down. This means you can continue to reap the operational benefits of your Integra environment without worrying about any of the software maintenance.

Expertise on hand

Having the right expertise readily available is paramount for the success of the Integra application's managed service. A dedicated team of experts works diligently behind the scenes to ensure that your system maintains its availability, responsiveness, and security.

With the application, operating system, and database all managed cohesively under one umbrella, you can have complete confidence that your business-critical software is being handled by the best in the field. Whenever the need arises, you can rely on the relevant expertise to ensure that your system runs smoothly and efficiently, allowing you to focus on your core business activities without worrying about IT complexities. The presence of these skilled professionals assures you that your system is in capable hands and that any issues or requirements will be promptly addressed, ensuring the continuous and reliable operation of your business processes.

Choose the support you need

We offer three levels of support, namely Bronze, Gold, and Silver, catering to different requirements based on your needs. Each support level is designed to provide specific services and assistance tailored to meet varying degrees of support and service expectations. You can choose the level that best aligns with your needs and budget, ensuring you receive the right support for your unique requirements.

Dedicated service manager

As part of our Gold and Silver support levels, we will provide you with a Service Manager who will serve as your direct point of contact for any information or advice concerning your Integra solution. This expert will be readily available to assist you with all aspects of your Integra setup, ensuring prompt and reliable support. Moreover, as part of our customer service management, you will receive an activity summary and help desk log analysis. This valuable resource allows you to access a comprehensive overview of all resolved and unresolved logs whenever you require it. Having this information at your fingertips empowers you to stay informed about the status of any reported issues and the actions taken to address them.

With a dedicated Customer Service Manager and transparent log analysis, you can be confident in receiving efficient and effective support for your Integra solution, ensuring a smooth and optimised experience with our services. .

Services Managed:

Database Management	Gold	Silver	Bronze
Full Management of Database Including: -	✕		
• Performance Management	✕	✕	
• Performance Management	✕	✕	
• Log Management	✕	✕	
• Data Management	✕		
• Volumetric Management	✕	✕	
• User and Resource Management	✕	✕	
• Process Management	✕	✕	
• Security management	✕	✕	
• Housekeeping Management	✕	✕	
• Database Cloning	✕	✕	
• 1 Database Upgrade & Unlimited Database Critical Patching	✕		
• 1 Database Upgrade & 4 Patches		✕	
Access to DBA's (Mon-Fri: 08:00 – 18:00)	✕	✕	
Limited Access to DBA Support (Mon-Fri: 08:00 – 18:00: 20 Hours pa)			✕
Real-time Database alerts	✕	✕	
Quarterly Database checks and report, inc recommendations.			
Quarterly Service Review Process	✕		
Bi-Annual Service Review Process		✕	
Service Management	✕	✕	
Operating System Management	**Gold**	**Silver**	**Bronze**
Real-time system alerts and fix	✕	✕	
Real-time system alerts			✕
Access to a System Administrator (Mon-Fri: 08:00 – 18:00)	✕	✕	
Access to a System Administrator (Mon-Fri: 08:00 – 18:00) (20 hrs pa)			✕
1 Upgrade &Unlimited operating system patches	✕		
Quarterly Operating system Patches		✕	
Annual upgrade			✕
User Management	✕	✕	
Security Management	✕	✕	
Process Scheduling	✕		
Virtualisation Management	✕		
Quarterly Service Review Process	✕		
Bi-annual Service Review Process		✕	
Security Management	✕	✕	

Integra Application Management	Gold	Silver	Bronze
2 Integra Upgrades per year	✖		
1 Integra Upgrade per year		✖	✖
SPC Administration	✖	✖	
• Parameter management	✖	✖	
• Print/Batch Queue Management	✖	✖	
• Job Batch creation & Support	✖	✖	
• Script Maintenance	✖	✖	
Housekeeping	✖		
RAS Server management	✖		
Integra Scanner Management	✖		
Integra Server Print Management	✖		
Quarterly Service Review Process	✖		
Bi-annual Service Review Process		✖	
Service Management	✖	✖	
Upgrade Management			✖

About Integra Business Software and Solutions

Integra Business Software and Solutions provides world-class financial management software, e-procurement and bespoke solutions to service centric organisations, helping them to realise strategic cost savings and modernisation objectives. Today over 400 clients use our innovative solutions to increase their operational performance.

Learn more at www.ibsoftwaresolutions.com

Integrated Business Software & Solutions

To find out more about Integra Managed Services, please contact us at

www.ibsoftwaresolutions.com