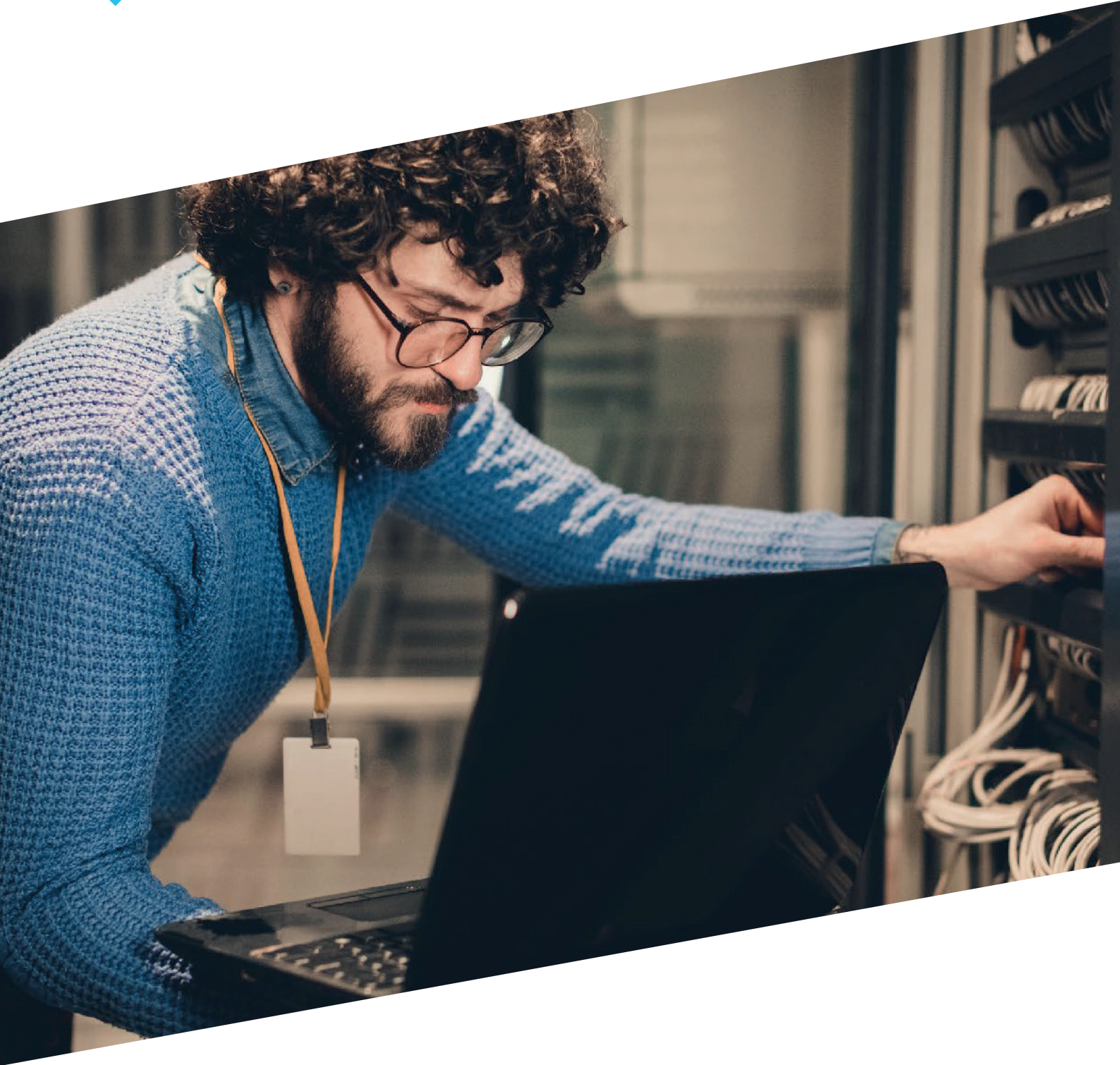




**Integrated Business
Software & Solutions**

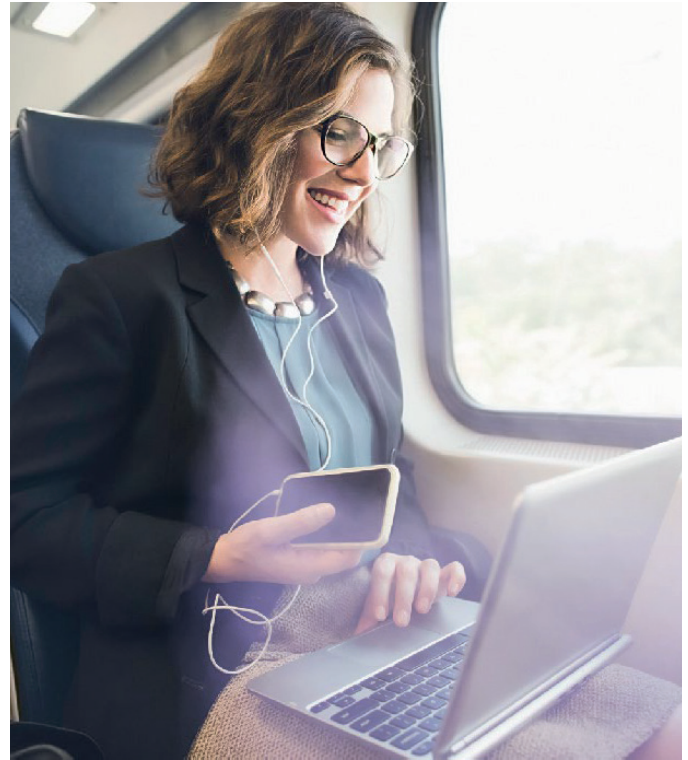


Integra
**System Administration
Service**

A reliable and cost effective Integra system administration solution to support your business

IT forms the backbone of most organisations. If critical processes fail, the business is unable to continue efficiently with its day-to-day operation. Employing and retaining skilled support staff can be expensive, adding to your cost burden. Allowing your financial system provider to support you with a system administration service will reduce the 'pain' in supporting your IT function and your user community, and will reduce the risks and costs associated with running and maintaining complex IT support processes.

Integrated Business Solutions is pleased to launch its System Administrator service to complement your Helpdesk support and to dovetail with your Hosting/Managed Service (where applicable). In summary, you will benefit from a system administrator service, staffed by consultants with critical Integra expertise to ease your IT administrative burden helping to free your resources to focus on critical operational activities.



Key benefits

- Inherent Integra knowledge and expertise
- Enhanced business support and performance with pre-agreed service levels
- Reduced in-house on-boarding costs
- Standard pricing model to support budgeting
- Built-in flexibility to accommodate additional needs and enhanced service line requirements
- Service line thresholds and parameter measurements
- Management tracking of activities and performance



Comprehensive support

Clients will be assigned a dedicated System Administrator so you have an immediate source of information, advice, and enabler of all system administration aspects of your Integra solution. Furthermore, we will provide an activity summary and analysis to monitor the ongoing performance of your system administration and provide you with an up to date summary of activity as part of our standard service. So you are kept in touch, informed and aware at all times.

Customised pricing with no hidden costs

We offer a 'standard' pricing model for the Integra system administration service to aid your budgeting and planning. Recognising the fact that our Clients can and will from time-to-time invariably have different requirements from the role of their System Administrator, the pricing model and service definition builds in some flex to ensure that we meet the requirements for each Client. Pricing is based on typical service design and usage expectations with parameter measurements and thresholds to allow some service and activity flexibility within an upfront visible pricing model.

What's the Integra system administration service all about?

Simply put, the Integra system administration service involves outsourcing your Integra system administrator function to us at Integrated business solutions. We provide your system administration service, leaving you free to focus on your day to day business operations and achieving your goals rather than on your Integra support. What's more, we operate according to pre-agreed service levels, giving you peace of mind and security. This means you can continue to reap the operational benefits of your Integra environment without worrying about any of the system support. In addition, our system administration service is operated by experienced individuals, well-versed in the running of Integra, with a breadth and depth of experience, to ensure a highly effective and well-tuned service.

Reliable, knowledgeable, high performance service from Integrated Business Solutions

Integrated Business Solutions is uniquely placed to offer the Integra system administration service to Clients given our inherent knowledge of the Integra solution which will ensure an efficient and optimised service, unrivalled in terms of performance and value



Service Parameter	Service Description	Parameter Threshold	Scope
Software Assurance Management	Initial QA of the Integra finance system post software upgrade into the Development environment only, to ensure that the system works functionally. Work alongside the Finance department to make sure that further user testing is done and signed-off in conjunction with the Capita Project Manager.	11.25 hours per annum	One unified upgrade plus patches. If Integra 2 then only the unified upgrade is available.
Report Management	Creation and amendment of reports to meet the operational and business needs. (Crystal Reports, xQueries, iBI/Dashboards, eForms)	37.5 hours per annum	Report specification must be provided before report creation/amendment can take place Additional time required at £104 per hr or part thereof based on £780 per day
Workflow Management	Create and amend Integra workflows in line with the operational and business needs.	45 hours per annum	Creation and amendment of workflow alerts and to switch on of new workflows
Routine Cycle Management	Run ledger period ends and ensure that Integra month end processes are complete. Run ledger year ends and ensure that year end accounts are complete.	45 hours per annum	All packages. Period end performed out of office hours. Year end performed out of office hours. To run overnight with schedule provided by Client, with run based upon request received no later than 3:00pm, for subsequent evening schedule.
Reconciliation Management	Checking and reconciling ledger control accounts	90 hours per annum	Sub-ledger control accounts, PRL control, SLS, RSS, including GRNI, etc. Statement of pre-requisites required, e.g. VAT control and state of control accounts at take-on. The service will only cover control accounts between Integra modules and not interfaces or any other kind for control accounts within the standard pricing model. Additional control account requirements can be considered with PoA.
Security & Menu Management	Maintain security access, coding structures and hierarchies within the Integra system.	45 hours per annum	Management and maintenance of current setup, field or group, or combination thereof. To include RSS requisitioner, IAS authority records, and GL code permissions. Maintenance of security groups and records. Menu amendment and creation.
Data Retention Management	Run Integra package archiving to ensure that the system is running to its optimal performance with the required financial records held.	15 hours per annum	Best practice; 90, 30, 7 days and housekeeping.2+ years archiving.

User Management	Maintain user access to the Integra system	45 hours per annum	Addition and amendment of user record to LoginDB and link to Integra.
Interface Management*	CMI, EAI/SAI, GGI, GLI, ICE, PCI, PLI, POI, SLI (1-500 files)	Max. 10 files per week	Included as standard
Policy and Procedure Management	To review and document each functional area to identify where processes can be made more efficient or where the customer departs from best practice. Subsequent reviews for each functional upgrade to explain how the new functionality could be exploited by the client to maximise the benefits of an upgrade.	37.5 hours per annum	Formed of a site visit to discuss with representative users from each functional area; Purchase-to-Pay, Sales to Cash, etc., culminating in a report for presentation to the Client documenting any recommended changes with the associated benefits of those recommended changes.
Support Management	Extended maintenance reporting	45 hours per annum	Periodic incident reporting.
* Additional Notes	Service Description & Scope	Parameter Threshold	Glossary
Interface Management	CMI, EAI/SAI, GGI, GLI, ICE, PCI, PLI, POI, SLI (501-1,000 files) CMI, EAI/SAI, GGI, GLI, ICE, PCI, PLI, POI, SLI (1,001-1,500 files) CMI, EAI/SAI, GGI, GLI, ICE, PCI, PLI, POI, SLI (1501-2,000 files)	Max. 19 files per week Max. 29 files per week Max. 38 files per week	Additional cost up to £2,600.00 + VAT per annum Additional cost up to £4,800.00 + VAT per annum Additional cost up to £6,600.00 + VAT per annum



Integrated Business Software & Solutions

**To find out more about Integra System Administration
Service, please contact us at**

www.ibsoftwaresolutions.com