Production Support *Services*

Support Services are not always result of errors or malfuntions of software.
Understanding that not all businesses have access to technical resources, Datex Professional Services offer Production Support Services (PSS) to keep your business on the cutting edge. Our Production Support Services consist of the occasional and ongoing technical support that new and changing business processes demand, as well as the inevitable user error correction.

Production Support Services Include:

✔ **Data Imports / Exports** – Importing or exporting data into or out of the software system such as material file imports, owner Import, account import, exports to external databases, exports to archival database, etc.

✔ **Network Analysis / Support** – Any troubleshooting, documentation, or management of network resources including hardware malfunction identification, bottleneck identification, printer support, mapping of drives, and assistance with sharing network resources.

✔ **Data Mapping** – Identifying required data and relating to tables in the database including mapping services provided for EDI, integrations, and management views for additional reporting.

✔ **Custom Data Extraction** – Creating tables or views in the SQL database to meet customer requests for different data retrieval or presentation.

✔ **Database Administration** – Any work related to the SQL administration of the database including scheduling/verifying backups, scheduling/verifying restores, indexing, establishment of test environments, optimization, capacity planning, performance monitoring, transferring data, replication, etc.

✔ **New installations** – Installing new programs or components associated with the system purchased onto the customer server, RF handhelds or desktop applications when the same/similar program.

Production Support by Datex

✔ **Configuration** – Configuration of items not included in the original project charter including, configuration of new owners, materials, accounts, billing rules, business processes, and changes in screen design or scre en flow.

✔ **Database Data Corrections** – Correcting underlying data in the database tables when user error results in erroneous data. Under the Standard Support Agreement (SSA), Datex will identify user errors and provide correction instructions, but Datex provides this support services if you need help actually correcting the error. These corrections may include, rolling back the transaction, canceling the order, manipulating inventory levels, correcting invoicing, modifying data for reporting, etc. Datex provides mechanisms for correcting the warehouse inventory through standard adjustments and correction tools using standard reports.

✔ **Report Design and Development** – Includes any customization or changes to standard reports available in the system through the Desktop, RF, or ePortal applications such as adding logos, sorting, changing titles or headings, adding or removing data fields. Report designing includes the time spent collecting data about the report appearance from the end user and clarifying report requirements. Report development includes the time spent identifying data, creating views or stored procedures to populate the report data, designing the report, incorporating the report into the program, testing the data validity, and any modifications to the designed report.

✔ **Administrator/End User Training** – Datex provides a host of training options including training conference calls, online meetings, and onsite visits to provide additional training on program functions for administrators or end users. Also includes analyzing business processes and providing review of enhancements or system changes. Usually a highly knowledgeable Datex staff member coordinates and provides training to more than one person. The Standard Support Agreement covers one-on-one program support for specific user questions relating to normal support items oft en provided to the technical resource at the organization.

✔ **3rd Party Software Training** – Training or assistance provided on 3rd party software packages sold to be used in conjunction with the program, including but not limited to Crystal Reports, Loftware, and Crystal Delivery.

Service Rates

The rate for Datex professional services is $200 per hour and $1500 per day. Datex provides estimates before any work begins and we encourage our clients to bundle their requests to get the best possible value.

Contact us today for a demonstration on how Datex can help your productivity.

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For more information on Manufacturing Scan Here