

Insight for dbX – SAP Sybase Solution

Managed Services in detail

tdglobal's Managed Services is a core component of the 'Insight for dbX - SAP Sybase Solution' proposition. With our extensive services portfolio, you minimize the scope of work for internal resources while at the same time maximize the value of your database. All based upon your needs. With health checks and performance checks you mitigate risks in advance. On top, our issue management process ensures a very fast remediation to any performance issues.



Cost reduction

frequent license
version checks

Pay for use



Support flexibility

scalable
administration support

Consume by need



Risk reduction

solid issue
management process

365 x 24/7



Performance optimization

smart performance &
health checks

~100% uptime

tdglobal's Deployment of Managed Services

1 Onboarding

- Run online onboarding meeting for stakeholders
- Provide new license key
- Assist on request in configuration
- Provide logins to tdglobal & SAP support portals
- Schedule health & performance checks
- Align on customer specific agreements

2 Managed Services

- Provide software & admin support ¹
- Run performance checks ²
- Run bespoke health checks ³
- Manage license versions ⁴
- Execute issue management ⁵
- Provide periodic performance reports

Continuation from above Managed Services

1. Support requests logged by the end user & administration assistance to implement best practices & perform preventative maintenance
2. Targeted review of a specific server in the software environment to verify that it's meeting the performance requirements
3. Targeted review of a specific server in the software environment to determine if there are any health concerns that need remedial action
4. Generation of the software license keys to meet version requirements of the software environment during the term of the managed service
5. tdglobal acts as a buffer between the customer and the software vendor to ensure adequate handling of performance issues

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Solid Issue Management

With the tdglobal consulting practice and our vast experience to interact with the SAP Service Market Place we can deliver first-line, second-line and third-line support. Moreover, we can coordinate the support provided by SAP and act as one voice to the customer.

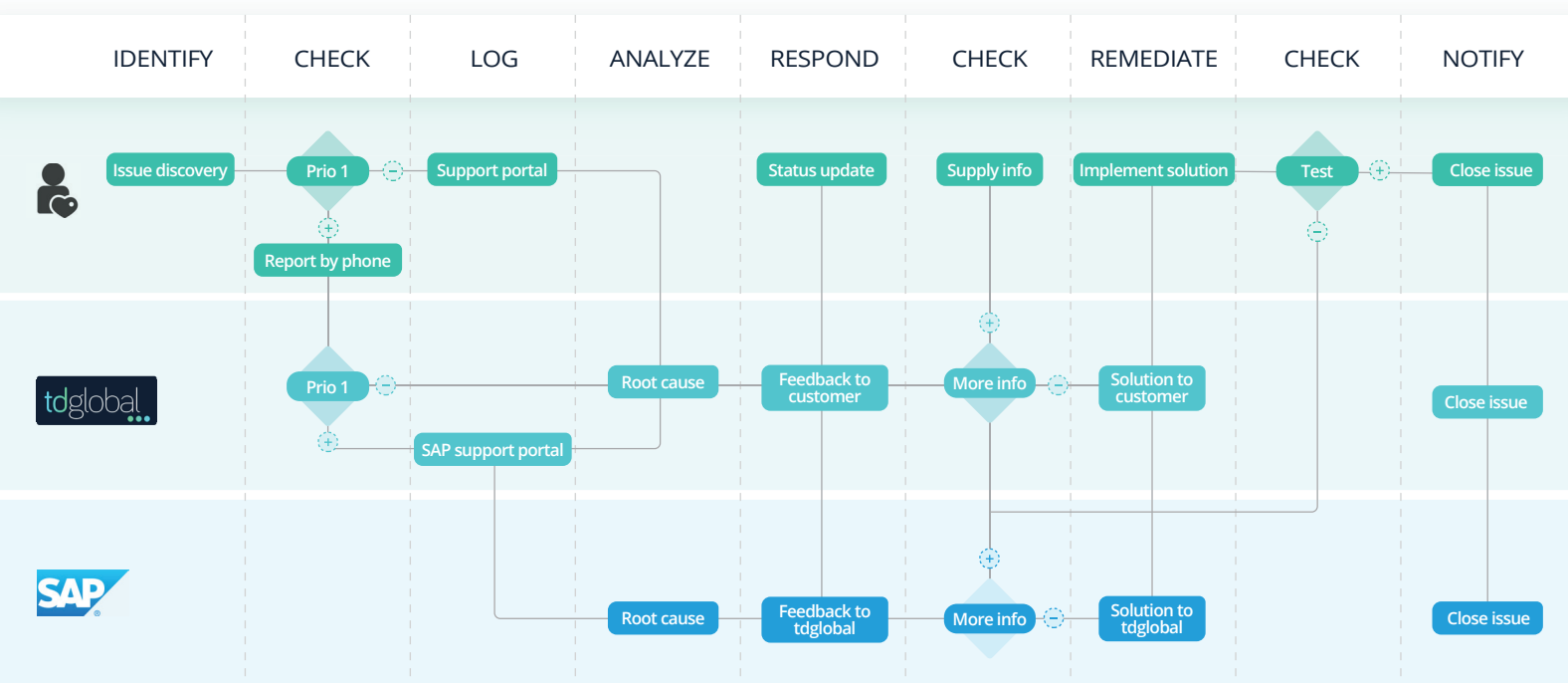
tdglobal's Promise

Faster response times
in comparison to most
enterprise software vendors

In-depth incident knowledge
to solve issues when they arise
in the best way

Direct access to vendor
to interact with the right
contacts and speed

tdglobal's Issue Management Process



tdglobal's response times

PRIORITY	STATUS	TYPE	DESCRIPTION	1st RESPONSE	END USER UPDATE
1	Very High	Enterprise Failure	The software is not operational, and no workaround is possible, or a workaround exists but is unacceptable because of its impact on your business. Development or production is halted, or the problem is having a severe impact on your ability to continue development.	< 30 min	< 2 hrs
2	High	Urgent	The software is operational, but its functionality is seriously affected. There may be a workaround, but implementing the workaround is time consuming and will adversely affect your project.	< 1 hrs	< 2 hrs
3	Medium (Default)	High Priority	The software is usable, but development or production is impacted. Development or production can continue for a reasonable amount of time before the problem becomes critical. A workaround is available and acceptable.	< 4 hrs	< 6 hrs
4	Low	Pending Status	The software is usable, but you have a question or would like to submit an enhancement request.	Same day	As needed