

# INTEGRATED SOLUTIONS

## MUNIS® OSDBA

The MUNIS® OSDBA group provides operating system and database administration services, such as installations, upgrades, routine maintenance, and database tuning. These services are available to all customers on a contract basis.

### Why MUNIS OSDBA?

- Trained for the Job
  - MUNIS OSDBA staff is trained specifically for MUNIS server configurations
- Cost Effective
  - Often priced at a fraction of the cost of hiring/training personnel in-house
- Reliability and Performance
  - Regular maintenance reduces downtime and ensures consistent performance
- Better Utilize Internal Personnel
  - Frees your staff to focus on other highvalue tasks in your organization

### Standard Services for Servers Running UNIX® or Linux®

- Operating System Support
  - Common UNIX System Administration
  - Printer installation and configuration
  - Disk space configuration
  - User account maintenance
  - Operating System patches and tools
  - Cash Station (POS) install, configuration
  - System backup and recovery
- MUNIS Software Support
  - Maintenance release/upgrade installation and configuration

- Database Software Support
  - Database administration
  - Software upgrade install assistance
  - Data recovery
  - PC client software install, configuration
  - Database tuning
  - Database imports and exports

### Standard Services for Servers Running Windows Operating Systems

- Server Support
  - Installation and configuration of O/S level patches and upgrades
  - Server tuning
  - Common system administration (printer installation and configuration, and so on)
- Server Required 3rd Party Software Support
  - Installation of patches and upgrades
  - Ongoing configuration
- Database Software Support
  - Database administration
  - Software upgrade install assistance
  - Data recovery
  - PC client software install, configuration
  - Database tuning
  - Database imports and exports

*MUNIS OSDBA services give you another option to ensure that your MUNIS server is properly maintained, up-to-date and secure.*

### Standard Services for PC Support

- For Windows 2000 and Windows XP installation help:
  - Four Js® client software
  - Crystal Reports
  - MUNIS Messenger (Workflow)
- Standard support hours Monday-Friday, 8:00am-6:00pm EST

### OSDBA Special Services

Available at no charge or minimal charge with your OSDBA contract. Contact your sales representative for details.

### System Maintenance

- Can be done remotely
- With installation of our OSDBA check script we monitor vital parts of your server. (Disk space, backups, DB engine, etc) If the check script detects a problem it automatically opens a support call for us to address.
- No Downtime for most tasks
- Includes:
  - Operating system review and maintenance (O/S patches/ service packs)
  - File system cleanup
  - Refresh live database
  - Printer & user cleanup
  - Database analysis (analyze DB chunk usage, engine tuning, review error logs)
  - MUNIS Release upgrades
  - Backup review (verify backups & script functionality and setup)
- Free Server Transfer Service available every two years

### Remote System Administrator Training

- Basic System Review and Analysis
- Adding users and printers
- Printing custom forms, duplex printing, tray selection
- Automatic and manual database refreshes
- Tape backups: verifying, restoring, creating backups, backup scripts
- Four Js, GUI client install, configure, uninstall, error codes
- Terminal Services: configure and print
- Licensing: Installing temporary and permanent
- Workflow: Installing and configuring Messenger; troubleshooting

### Weekend Service for Release Updates

- Available 2nd Saturday of every month
- 1st come, 1st served
- Must request 2 business days (by 6:00pm EST on prior Wednesday) in advance