

Points of Interest:

- Maintenance and support of your business applications by a Deltek® Subject Matter Expert/s.
- Reduce downtime and management by using proactive onsite scheduled visits to maintain your business applications.
- Provide ad hoc support remotely or onsite in resolving technical issues.
- Performance improvement of your applications so your users can work with a responsive and optimal system.

Infotek Business Systems Technical Services:

Many businesses have invested in ERP products seeking business benefits in terms of cost efficiency and productivity gains. Organizations now demand the return on their investment in ERP systems and are cautious about investing further in ERP. Consequently, the demand of ERP and implementation and support services has also undergone considerable change. The challenge is to demonstrate the business benefits of the ERP systems at a reduced cost of ownership.

With this in mind Infotek is now offering a maintenance plan focused on maintaining your ERP applications software and the hardware systems it runs on while reducing your maintenance cost. Infotek Technical Maintenance Plan gives our clients the opportunity to have their systems maintained by our Technical consultants and free their valuable internal IT resources for other corporate requirements. Be assured that an experienced technical consultant will be assigned to each client using this plan. A technical consultant will make scheduled meetings to supplement your internal IT staff and maintain the systems and supporting applications.

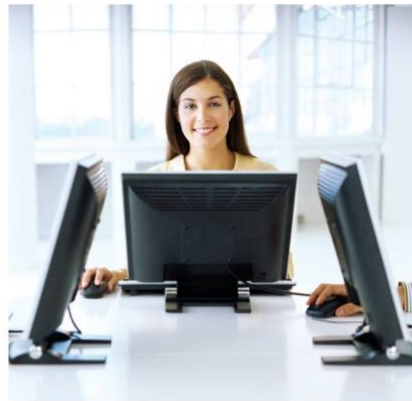
Benefits:

- Reduces the cost of time and management of mission critical business applications by internal IT staff.
- Rely on experienced technical consultants in maintaining and supporting Deltek® ERP applications.
- Get customized training and develop internal resources/processes to ensure that your applications continue running properly and in optimal manner.
- Input from our technical consultants with up to date knowledge of what is happening with both their environment and the vendor specific ERP application/s they run.
- Plan for software and hardware upgrades with input at all levels of the decision process and details.
- Secure regularly scheduled technical visits rather than having to wait for availability in installing new user's workstations, setting up users for remote access, or just addressing work-stations that are slow/won't print/etc.
- Direct access to a technical and remote access support from consultants familiar with their environment in prompt manner.
- Get custom System Administrator Training and documentation for Internal IT resources. Have Infotek input on all Information Technology decisions that may affect their ERP applications environment.
- Help with designing and deploying disaster recovery solution that fits your need

What's Included:

- Initial Site assessment and overall health check including application performance and issue review with staff
- Propose and implement application, tuning, security enhancements and upgrades based on assessment findings
- Hardware, software, and database recommendations, audits, upgrades and migrations
- Security audits and system hardening
- Review of server and application logs
- Ensure all Deltek related applications stay current with tested patches, maintenance releases, and version upgrades
- Ongoing monitoring of application and database performance and tuning as necessary
- Setup and maintain database maintenance and refresh jobs
- Apply appropriate patches to correct errors as needed
- Technical and on call support working with staff and Deltek support as needed to resolve critical application issues
- Audit, test, verify and document back-ups and disaster recovery
- Support for system integrations such as CMI (Sharepoint), API, and Extensions
- System administration training and application documentation

Audit server, database, application hardware and software security and provide recommendations



Customer benefits:

- Priority support and consulting services provided by a dedicated technical consultant.
- Maintenance and support of your business applications by a Deltek® Subject Matter Expert/s.
- Reduce downtime and management by using pro-active onsite scheduled visits to maintain your business applications.
- Provide ad hoc support remotely or onsite in resolving technical issues as agreed within SLA.
- Performance improvement of your applications so your users can work with a responsive and optimal system.
- Customized training and documentation provided to your IT staff and users.

How much does it cost?

1. Deltek applications requiring 8 hours a month at \$1400/month.
2. Additional scheduled hours above 8 will be billed at \$200/hour
3. On demand support will be billed at \$225/hour

***Note**, Training is an additional cost based on client requirements.

The system maintenance plan is billed on a monthly basis, with a one-year commitment, and can be canceled by either the client or Infotek after giving thirty (30) days advanced written notice after the initial year.

How does the maintenance plan work?

Your maintenance plan will start by having our Technical Consultant (TC) make a site assessment to ensure that your ERP, O/S, and hardware are properly configured and running in a stable manner. If problem/s are discovered, the TC will work with you in resolving those is-sues. Once the issues have been resolved Infotek will set up the monthly visits which the client has contracted to start the maintenance plan.

Contact Us:

e-mail: sales@infotekconsulting.net

phone: 888.717.2753