

## Infor XA 24x7 Managed Services Support



### Services

- Account Management Support
- Printer Configuration Support
- System Security Support
- System Monitoring - Night

Design Group provides support services that allow the client to stay focused on core Business and IT initiatives. We offer solutions that increase system uptime, reduce response time and risk, and optimize resources and costs. The following services are offered with our 24/7 support of Infor XA:

### Account Management Support

- IBM iSeries new account setup
- Unlock User Accounts
- Password Reset
- Disable users for system access

### Printer Configuration Support

- Configure printers to the IBM iSeries system, assign users and troubleshooting
- If default printer unavailable, jobs diverted to standby printer
- Create and deploy User / Printer / Forms matrix

### System Security Support

- Provide access to Infor XA modules for Green Screen and Power Link
- Manage and maintain CAS Security
- Field level security and content security

### System Monitoring - Night

- Clear Abend Jobs
- Review System Status (High CPU) and Disk Status
- Monitor JOBQ / Sub Systems / OUTQ and Scheduled Jobs
- Monitor U Jobs, new programs and handle jobs running in loop
- Ensure Backup is completed
- Review LCKW / MSGW - resolve to continue operation or escalate
- Review and fix batches on shipment, inventory transactions and accounting management

Design Group operates from 45+ offices in the US and India providing engineering, consulting, and technical services to the world's leading companies in the Food & Beverage, Life Sciences, Advanced Technology, Industrial, and other market sectors. Our nearly 1500 technical and engineering experts have direct industry experience in industrial automation, control system integration, facility and process engineering, architecture, construction management, regulatory compliance, enterprise technology, and other consulting services.