

## Managed Services & Support

We have a dedicated support team with considerable experience in supporting a wide variety of systems. Our Foundations TM application development framework and coding standards are all designed with maintainability in mind so that ongoing changes and fixes can be undertaken efficiently and without unforeseen consequences.

The support process is fully integrated with our customer Extranet and provides facilities for error reporting and change requests and allows us to monitor our performance against agreed service levels.

PDMS offer a variety of support and maintenance services including a fully managed application provision. As with application development we take a very flexible and customer oriented approach to this and work with each client to find the correct mix of services and service levels to meet their needs.

The range of services we offer covers the following:

- Initial Warranty: All developments have a standard 3 month warranty covering any defects to the specified software.
- Software Maintenance and Application Support: We provide free bug fixes, fault investigation, required Foundations TM upgrades and guaranteed service levels for fixes, ongoing developments and changes as part of an annual maintenance contract. These services and management there of are provided online through our Extranet. Find out more about our support & maintenance services
- Incremental Development: We have an efficient change request system as part of our Extranet with guaranteed service levels and response times. Foundations TM based systems are designed to be flexible and we can respond effectively to developing requirements.
- Managed Services and Hosting: Increasingly we are asked to provide a fully managed service where we host the application and provide all of the technical support, hardware and bandwidth to meet an agreed service level. In order to provide the best possible service we have recently invested in a second hosting environment with an alternative supplier to complement our in house facilities and provide greater resilience. When we provide managed services and hosting we can also provide comprehensive management information covering uptime system performance and where appropriate usage patterns and web analytics. Find out more about our hosting services

- Business Continuity and Disaster Recovery: Foundations TM based applications can be synchronised over a wide area (WAN) or Internet connection, using functionality already built into the framework. This allows us to implement remote backup facilities either within our own hosting facility or on a separate client site. The synchronisation features of Foundations TM are database independent and do not require any input from the database administrator which is particularly important when an application is using a shared database server.
- Account Management and ongoing Consultancy: we regard the ongoing support of our customers at a business level as a very important part of the service we offer and believe that the quality of service and continuity we offer in this respect is one of our greatest strengths. These services can be provided in a number of ways, either formally through a steering or user group or more informally as part of our overall Account Management service.