

EASY REMOTE ADMIN PACKAGE

First aid from EASY Managed Service experts

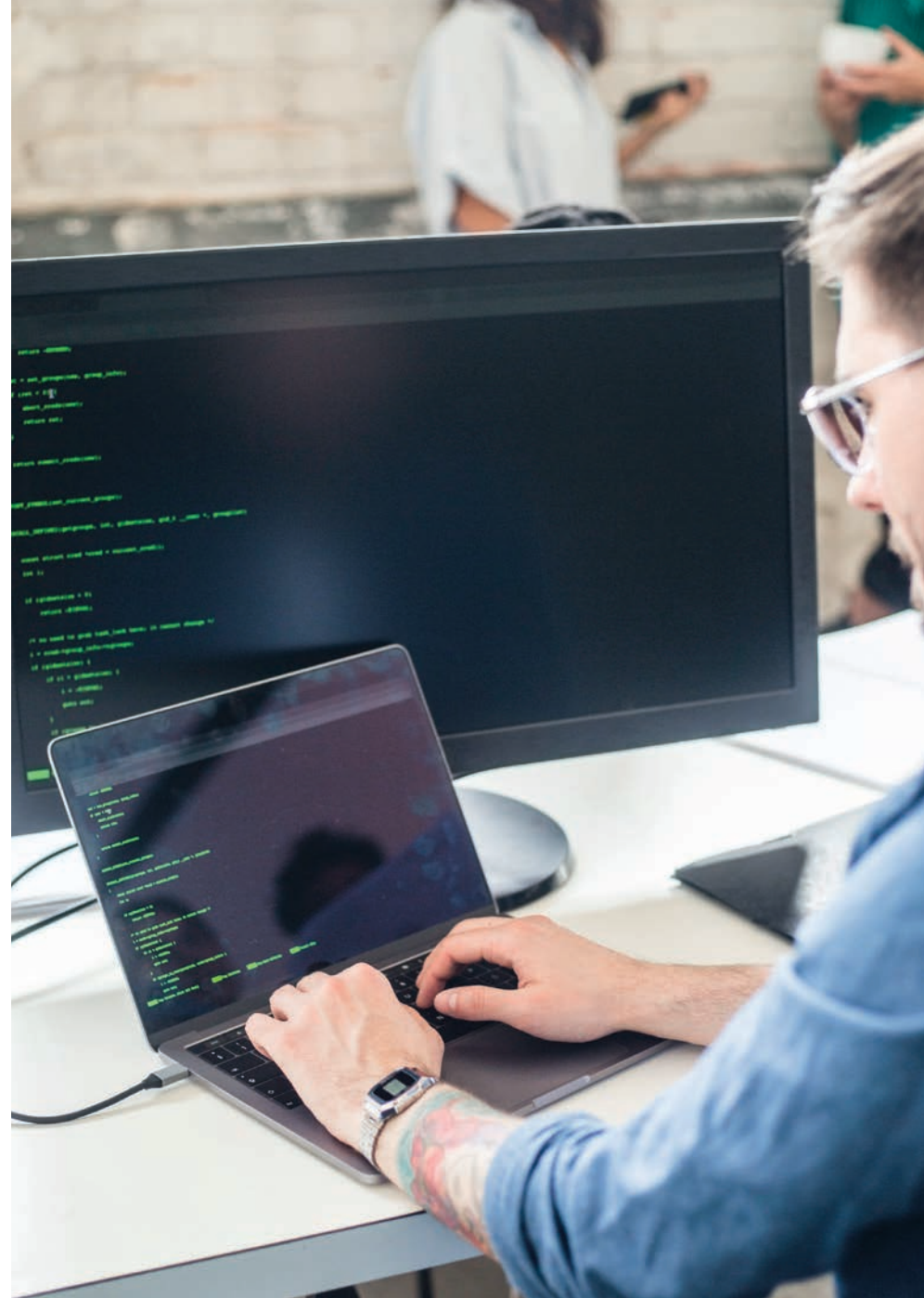
Make in-house use of admin expertise – for the product landscape of ECM, SAP and ApiOmat



EASY Remote Admin Package Anytime & anywhere

Our new service ensures your peace of mind. No matter what's the problem, just use our EASY Remote Admin Package.

As a client of EASY SOFTWARE AG, our EASY Managed Service experts will provide you with the support you need at short notice – within 24 hours.





Problem detected, and problem averted

The big advantage: Via remote maintenance, our Managed Service expert will provide you with flexible support in problem isolation and solution within your dedicated system environment at short notice. This way, any difficulties can be solved in no time.

The EASY Remote Admin Package can be booked for a fixed number of hours and then used flexibly. Our offer includes the following hour packages.

6

hours

15

hours

25

hours

Typical problem areas – best practices

In which areas does the EASY Remote Admin Package offer an ideal solution? The optimum use of the Easy Remote Administrator Package illustrated by means of examples:

ECM

- User management (creating and deleting users, management of user rights, etc.)
- Archive management (e.g. creation of annual archives, SAP Content Repositories, transfer containers, schemes, etc.)
- Archive memory pool management (e.g. database, directory, full text search, container, transfer order, etc.)
- Data recovery (compilation of meta data based on archive containers, recovery of obsolete applications and systems)
- EASY Software installation and configuration (Server & Client installation)
- Relocating and consolidation of archives
- System check (e.g. health check, system analysis, performance analysis, status report)
- Minor release update
- Hard drive space management
- License management (e.g. license key replacement)
- Workflow management (e.g. checking of user-defined workflow, data correction, adjustment and correction of workflow)
- Import management (e.g. recovery of failed imports, data cleansing, etc.)
- Application support (assistance in optimum utilization of EASY Software including customized adjustments, fault isolation in customer-specific environment)
- Scripting and configuration (e.g. workflow, archive scheme, Capture Plus templates, document file types, etc.)

Key facts

- Service Level Agreement: within 24 hours after contact
- Service hours: 09:00 am to 5.00 pm, Monday to Friday, except on nationwide holidays and those applicable in North Rhine-Westphalia, Christmas Eve and New Year's Eve
- Remove access (VPN, TeamViewer, etc.) is a precondition for provision of service.
- The booked EASY Remote Admin Package can be used for one year from the date of order.



SAP

- System check of ZCM queue (e.g. status check, system analysis, performance analysis, status report)
- Workflow management (e.g. checking of workflows, data correction, adjustment and correction of workflow)
- Scripting and configuration (e.g. workflow, P2P processes)
- Installation and implementation of document converter
- Installation and implementation of Outlook integration
- Installation and implementation of Office integration
- Adjustment and modification in Z name range

ApiOmat

- Updating of hard drive information in operating system
- Creation and management of SSL certificates
- Installation and maintenance of RBAC in cloud software
- Collection and provision of logs and records of the operating system and ApiOmat
- Installation and maintenance of ApiOmat
- Installation and maintenance of standard connectors
- Preparation of emergency/backup plans



EASY SOFTWARE AG, headquartered in Mülheim an der Ruhr, Germany, has been developing intuitive, customized software products for customers for the digitalization of business processes for over 29 years. These products integrate seamlessly into existing systems and automate, mobilize, and optimize their customers' workflows world-wide. EASY provides these solutions on-premises, in the cloud and mobile.



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