

## MSERV Offerings from Strategic

### 1. Infrastructure and QAD Health Checks

#### Infrastructure

- Underlying Infrastructure review and Performance Statistics
- Server Configuration and High Level Network check
- Disk layout optimization, space utilization, IO analysis and Disk Cleanup
- Review OS Patching/Updates, System Parameter review

#### QAD

- DB Extents, Scatter, Fragmentation, Buffers, Startup parameters, Memory utilization, Log file analysis and rotation
- DR and AI capabilities assessment
- Backup procedures and parameter review
- Progress AppServer setup and Tomcat parameters and performance review

#### Results

- Reduced operational costs
- Enable resources to focus on other business tasks
- Planning ahead for increased capacity needs
- Provide problem resolution to avoid any impact or disruptions
- Deliverables:
  - o Recommendations and findings
  - o Detailed Analysis
  - o Architecture Design of your environment
  - o Remediation Plan (TBD)
  - o Next steps
- Peace of Mind

### 2. Proactive Monitoring and Management for Infrastructure and QAD Environments

#### Proactive Monitoring and Managed Services (MSERV)

- 24x7 Real Time Dashboard proactive monitoring of your environment
  - o Unique offering in the QAD industry
- Support of preventative and proactive maintenance
- Proactive alerts in the event of a data disruption
- Help Desk access and call in number
- Speak with a live person
- Basic One time setup fees and FDA IQ costs may be applied if required
- QMS may be included with additional costs
- Pricing available upon request

As an IT Director, I work with many consulting teams on a daily basis; although all are good, Strategic Information Group (SIG) stands out as the best. Throughout the years, I have learned to explicitly trust Strategic to help me design, implement, monitor, secure and preemptively foresee and correct possible issues. Their team is ridiculously talented and efficient and as a result, we have had no outages, zero downtime in the four years we have worked together. Strategic has worked with me side by side as a full strategic partner to implement many critical systems including: QAD ERP, Linux Servers, VMware, NetApp, Backups and Disaster Recover as well as remote monitoring and tuning of our financial database.

Director, IT and Business Applications,  
(A Life Sciences based client)

## Results

- Team of professional expert manage your environment, freeing up IT Staff for innovation and higher value activities.
- We are an extension of your IT
- Monthly reviews and analysis of your environment
- Enhanced planning for optimization and improved efficiency
- Verify daily Progress database backups
- Database tuning to optimize performance
- Monitor Progress database growth for capacity
- Monitor disk layout, logs and AI files
- Infrastructure Linux patching and updates
- Setup and maintain printers within QAD
- Perform up to 2 database refreshes per month
- SSAE16 SOC 1 Type 1 certification
- Aligned with FDA (IQ Requirements) and Sarbanes Oxley
- Peace of mind

## 3. Hosting

### Hosting Services

- Strategic will Host your Servers and QAD Database
- Provide you full 24x7 access to your environment
- 99.999 % uptime availability
- Proactively Managed as described above

**Avoid:** System Outages and unscheduled impacts

**Drive:** Increased Capacity, Higher Performance levels and Scalability

Consistently deliver and stay on top of your SLA's to your users

- Basic One time setup fees and FDA IQ costs may be applied if required
- QMS may be included with additional costs
- Pricing available upon request

### Results

- Hosting gives you the freedom to create a cost-effective, Fit for Purpose solution
- Scalable infrastructure and services accelerates growth and innovation
- Secured compliant environments
- SSAE16 SOC 2 Type 2 certification
- Solutions are aligned with FDA (IQ Requirements) and Sarbanes Oxley
- Team of professionals expertly manage your environment, freeing up IT staff for innovation and higher value activities
- Provides leadership, governance oversight of standards, best practices, lessons learned and innovative programs
- Rigorous testing and establishes new benchmarks and guidelines
- Peace of Mind

### Product Availability and Pricing

Pricing is available upon request

### Sales Contact

johns@strategic.com

204-979-7706

[www.strategic.com](http://www.strategic.com)

### Corporate Headquarters:

1953 San Elijo Avenue, Suite 201

Cardiff-by-the-Sea, CA 92007

1-760-697-1050 | Fax: 1-760-697-1071