

SEEBURGER



Brochure | SEEBURGER Remote Services

SEEBURGER Remote Alerting and Remote Management Service

SEEBURGER Remote Alerting and Management

Any organization seeking improved system health, overall collaboration performance or addressing reduced staffing will benefit from SEEBURGER Remote Services.

Remote Alerting is a 24 x 7 Cloud Service. Notifications can be configured via rules. The services, offered as a short-term or long-term subscription, provide constant monitoring, administration and status reporting.

Remote Management Service adds operational responsibility. Organizations specifically focused on improving their service levels and reducing the burden on in-house IT departments can extend their subscription to include Remote Management Service.

What do Remote Services offer?

- 24 x 7 surveillance of your SEEBURGER solution
- External view of the entire business process and overall system performance
- Operating assistance for your EDI system on the basis of standardized SLAs
- Coverage for out of business hours (nights, weekend and holidays)
- Fast error detection and error handling, as well as immediate response to any performance issues

How can Remote Services benefit you?

- + Simplifies the operation of the SEEBURGER solution
- + Early detection of failures and performance issues
- + Enables a proactive approach to avoid malfunctions and outages
- + Risk reduction through higher operational reliability
- + Offload operational tasks of key EDI administrators
- + Outsourcing of administrative tasks reduces the total cost of ownership (TCO)
- + Coverage during difficult times in the event of go-live, fluctuation of administrative tasks, etc.

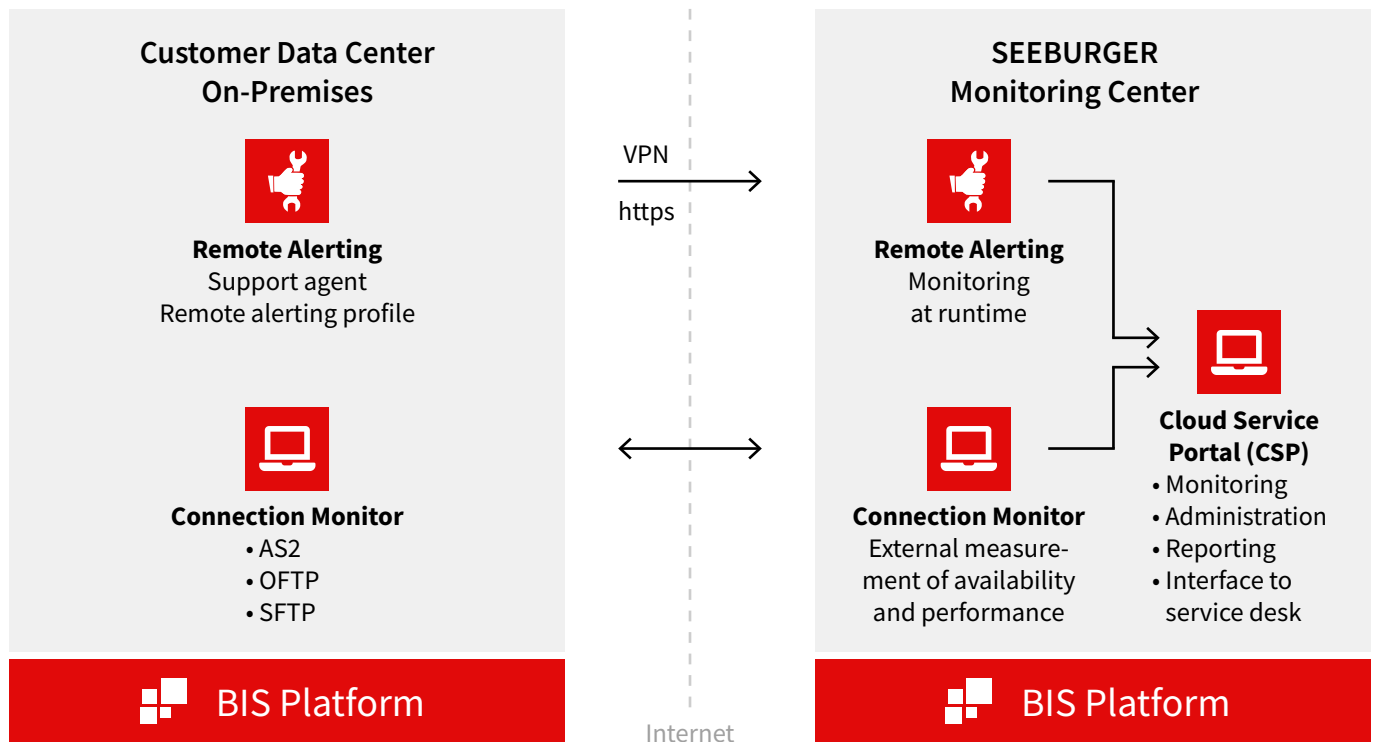
Operation Mode	Customer Operation On-premises	Option 1 On-premises	Option 2 On-premises
Service Deliverables	Software Maintenance and Support	Remote Alerting	Remote Management Service
SLAs			
System	SEEBURGER Support Agent helps with support tickets	Monitor & Notify	Monitoring, notification and error handling
Software	Maintenance: Access to software updates, SEEBURGER Service Desk and knowledge base		

Availability, Ease-of-Use and Cost Reduction

Whether you're a global organization that requires follow-the-sun coverage or a midsize enterprise with a requirement for short-term task sourcing during staff absences, SEEBURGER ensures constant B2B integration system performance and user satisfaction. With SEEBURGER Remote Services, organizations can maintain the value of their existing support agreements, private cloud investments and processes – all while adding SEEBURGER experts, availability and accountability to their IT ecosystem.

Remote Alerting is based on a standard infrastructure setup, as shown in the figure below. The SEEBURGER Support Agent provides all necessary data to constantly monitor customer systems from the SEEBURGER Monitoring Center. Connection Monitor allows an external view of the entire business process and overall system performance.

Remote Management Service supports the day-to-day application administration, workflow intervention, operations and maintenance of your SEEBURGER BIS Platform. Remote Management starts with an initial project where the customer requirements are collected and implemented. The required proceedings are documented in a cooperation handbook. Remote Management Service is based on Remote Alerting, in which BIS events trigger an alert that creates an incident. All incidents are then handled by SEEBURGER Support Engineers.



Service Options at a Glance

Comparison of service deliverables	On-premises Support	Option 1 Remote Alerting	Option 2 Remote Management Service
Software Maintenance	x	x	x
SEEBURGER Service Desk Access	x	x	x
Knowledge Base	x	x	x
Product Support	x	x	x
Reaction Time SLA	x	x	x
Coverage time required <ul style="list-style-type: none"> • SLA Basic (Mon - Fri, 9:00 - 17:00) • SLA Advanced (Mon - Fri, 7:00 - 20:00) • SLA Premium or Mission Critical (24 x 7) 	x	24 x 7	x
SEEBURGER Support Agent	x	x	x
System control by a monitoring agent <ul style="list-style-type: none"> • CPU, RAM, HDD • Processes • Remote data transmission 		x	x
Detection and reporting of local workflow and process errors to SEEBURGER monitoring center, e. g. <ul style="list-style-type: none"> • Conversion errors • Errors in data transmission 		x	x
Connection Monitor – External Measurement of Availability		Add-on	Add-on
SEEBURGER view with alerting of Remote Management Service			x
24 x 7 or supplemental coverage for day-to-day technical issues and operations			Depending on SLA
Changes, updates and upgrades			Time & Material
Trading Partner Services			Add-on



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