SEEBURGER
BUSINESS INTEGRATION

Remote Services
Remote Alerting & Management

Operation options for more preventative Care, Stability and easier Administration

On-Premises Customer Operation	Complete Operation by Customer Staff
Software Maintenance & Support	

Option 1 (On-Premise)	SEEBURGER Monitors and Alerts Customer Staff Operates
Remote Alerting Service	

Option 2 (On-Premise)	SEEBURGER Monitors, Alerts and Operates
Remote Management Services	

Option 3 (SEEBURGER-RZ)	Complete Operation by SEEBURGER in the SEEBURGER Data Center
Cloud Services	

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 offered as a value-add subscription. It places an importance upon regular and proactive health-checks of B2B applications and collaboration. Notifications can be configured via rules. The services, offered as a short or long-term subscription, provide constant monitoring, administration and status reporting.

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

What does Remote Services offer?
- 24 x 7-surveillance of your SEEBURGER system
- 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 (night, weekend and holidays)
- Fast detection and handling of errors as well as reaction on performance issues

How do you benefit by Remote Services?
- Simplifies the operation of the SEEBURGER solution
- Early detection of failures and performance issues
- Enables a proactive approach and thereby avoids 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.

	On-Premise Customer Operation	Option 1 On-Premise	Option 2 On-Premise
OPERATION MODE			
SERVICE DELIVERABLES	Software Maintenance and Support	Remote Alerting	Remote Management
SLAs	Basic / Advanced / Premium / Mission Critical	24 x 7 / Support	Basic / Advanced / Premium / Mission Critical / Remote Alerting / Support
Option			Changes & Upgrade
System	Support Agent Proactive Health Check	Monitor & Notify	Administration
Includes	Technical Support	Gathering of Info	Operations
Software	Maintenance: Access to Software Updates, SEEBURGER Service Desk and Knowledgebase		

Figure 1

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 absence, SEEBURGER will ensure constant B2B integration system performance and user satisfaction. Organizations will continue to maintain the value of their existing support agreements, private cloud investments, and processes while adding SEEBURGER experts and accountability.

Remote Alerting is based on a standard infrastructure like that shown Figure 2 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 (RMS) improves the day-to-day application administration, workflow intervention, operations and maintenance of your Business Integration Server.

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 is based on Remote Alerting where events on BIS trigger an alert in the Remote Service Portal. Out of that an incident is created in the SEEBURGER Service Desk which is handled by the SEEBURGER Support Engineers.

Cloud Services from SEEBURGER provide even more comprehensive support, operation and hosting. SEEBURGER will run the service in SEEBURGER's data center from the moment you hand it over. Please refer to the respective Service Description for details.

About SEEBURGER

Over 10,000 CxOs use SEEBURGER products today and they have come to know SEEBURGER as a reliable and trusted solutions vendor. By augmenting those existing BIS support investments with SEEBURGER Remote Services, CxOs will extend and ensure the continuity of EDI skills and thereby eliminate risks of down-time. CxOs implementing new SEEBURGER solutions will favour the capabilities of combined solutions and services from a single vendor during the early stages of product adoption and roll-out.
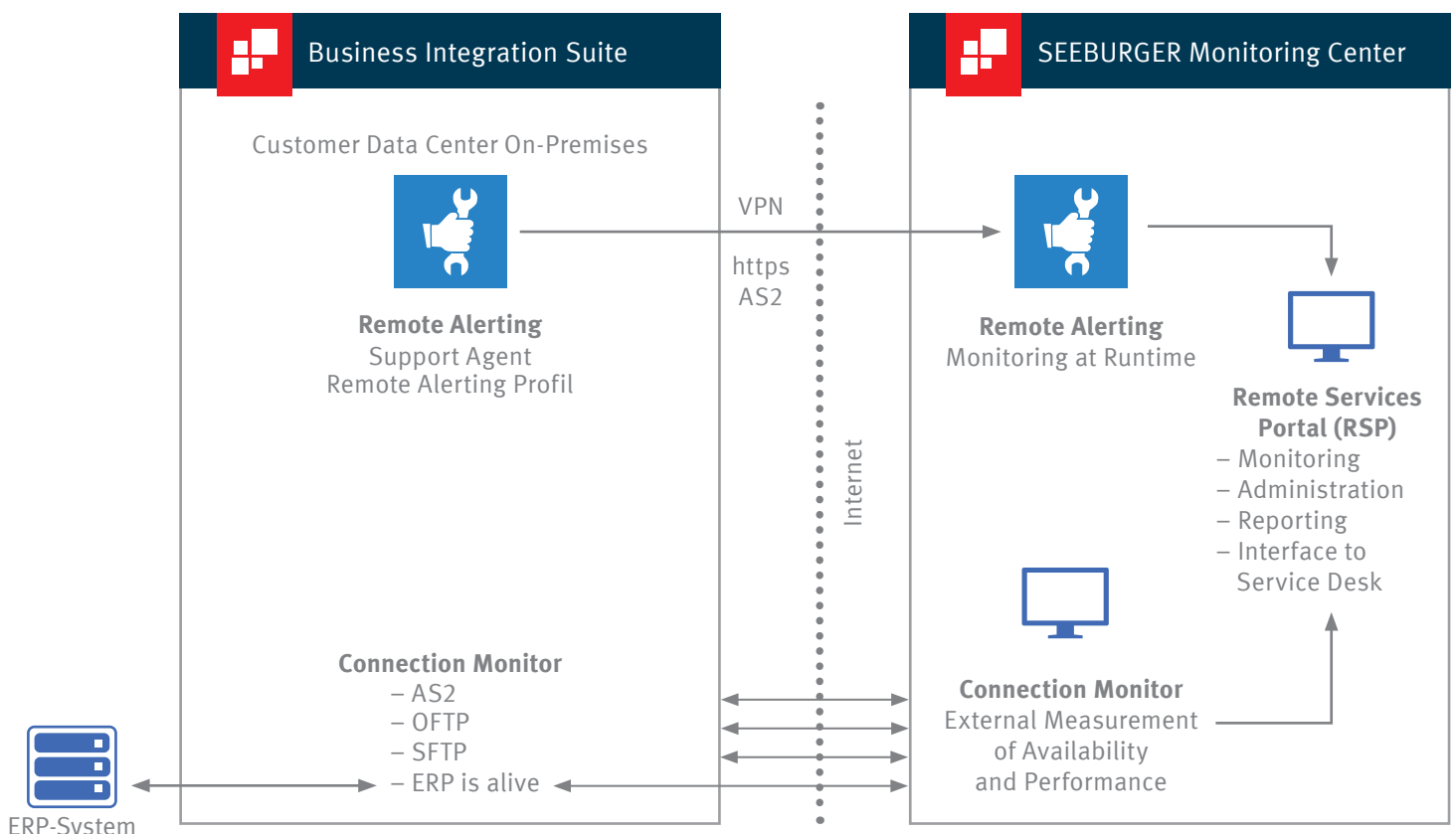

Figure 2: Remote Alerting Infrastructure

COMPARISON OF SERVICE DELIVERABLES

	On-Premise Support	Option 1 Remote Alerting	Option 2 Remote Management	Option 3 Cloud Services
Software Maintenance	●	●	●	●
SEEBURGER Service Desk Access	●	●	●	●
Knowledgebase	●	●	●	●
Product Support	●	●	●	●
Reaction Time SLA	●	●	●	●
Coverage time required – SLA Basic (Mon–Fri, 9:00–17:00) – SLA Advanced (Mon–Fri, 7:00–20:00) – SLA Premium or Mission Critical (24 x 7)	●	24 x 7	●	●
SEEBURGER Support Agent	●	●	●	●
Proactive Health Check	Depending on SL A	●	●	●
System control by a monitoring agent – CPU, RAM, HDD, and other hardware – Processes – Remote data transmission – Directories & BIS Queues		●	●	●
Detection and reporting of local workflow and process errors to SEEBURGER control center, e. g. – Conversion errors – Errors in data transmission		●	●	●
Active self-test of essential BIS components and control of important communication modules		●	●	●
Customer view with alerting		●	●	●
Connection Monitor – External Measurement of Availability		Add-on	Add-on	Add-on
SEEBURGER view with alerting of Remote Management			●	●
24 x 7 or supplemental coverage for day-to-day technical issues and operations			Depending on SL A	Depending on SL A
Changes, updates and upgrades			Time & Material	Time & Material
Trading Partner Services			Add-on	Add-on
Data Center Service Including – Infrastructure – Operating System – Database – Backup and Restore				●
Throughput and availability SL A				●