32233 Schoolcraft Rd.
Suite 101
Livonia, MI. 48150

| | | OB Serve | OB Care | OB Response | Optional |
|---|---|---|---|---|---|
| **Remote Monitoring** | Network Operations Center lets us know about problems in a timeframe that reduces or eliminates downtime of your OnBase servers. | ● | ● | ● | |
| **Remote Management** | Allows our engineers to take control of your OnBase servers and perform remote fixes that allows remediation of the majority of incidents | ● | ● | ● | |
| **Monthly Maintenance** | Regular scheduled maintenance tasks that keep your OnBase servers and workstations running efficiently and reduces downtime. See schedule for separate server and workstation tasks. | ● | ● | ● | |
| **Server Reporting** | Automated systems will generate reports on items that threaten the performance,security, or integrity of your OnBase environment. | ● | ● | ● | |
| **Monthly Network Health Meeting** | Our dedicated Technology Consultant will deliver and review with you a monthly update on the health of your OnBase servers including a history of incidents, results, up-time and proactive maintenance to give a detailed account of all activities. | ● | ● | ● | |
| **Patch Management** | Major software providers like Microsoft release updates almost daily as patches. Our systems check network devices for the latest patches that provide details to automatically deploy the updates on your OnBase servers. | ● | ● | | |
| **Architecture Analysis** | We will review your existing network, database and server infrastructure and make recommendations based on our experience and best practices. | ● | ● | | |
| **Workflow Analysis** | We will check and document your existing workflow solutions for possible issues; service includes 1 workflow per month. More workflow analysis can be done on a project basis. | ● | | | |
| **Test System Analysis** | Our Engineers will review and document your test environment and offer best practices for a development process. | ● | | | |
| **Database Analysis** | Our certified database professionals will revied and document your database. Provide recommendations for db tuning, server tuning and maintenance. | ● | | | |
| **Projects** | Setup a test system/development enviornment<br>Production to test migrations<br>Analyze workflows to look for issues and improvements<br>Create workflows | | | | ● |
| **Loaner Servers** | We can place loaner servers at your location for testing, recovery or additional applications as needed on a monthly lease basis. | | | | ● |
| **Security Auditing** | We provide detailed security audit and reporting to help identify any potential threats including Physcial Location, Network Perimeter, Server/Hardware and Data security. | | | | ● |
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