



Maintenance

Maintenance Services Flexible Service Programs

Data Vista offers 24x7x365 IT maintenance services to ensure reliability, maximum availability, and on going operations of our customers' IT infrastructure. IT maintenance services for hardware or software, requires the discipline of understanding the how, who, why, and when to apply the appropriate type of service. Best practices for Service Level Agreements (SLA) address the following issues:

- Clear definitions of services are provided
- Efficient manner in which the services will be delivered – onsite or remotely
- Documented time period for services to be made available, including days and hours of coverage and scheduled downtime
- Documented and regular reviews to ensure compliance
- Established reporting guidelines for SLA performance
- Established support structure to resolve issues, including resolution time frames and reporting procedures
- Established consequences for non-compliance with SLAs

Hardware Support Services

When choosing the optimum set of service programs, Data Vista collaborates with customer to consider the following factors:

- Will the system be used to run critical functions that require a high level of availability?
- Will system downtime be a serious problem for users?
- How do system outages affect relationships with internal users or customer's suppliers?
- What is the trade-off between system availability and the cost of support?

Software Support Services

When available from the OEM, Data Vista can obtain firmware revisions and operating system (OS) patches to support hardware modifications, correct for hardware engineering defects, or implement an OS patch. Data Vista's software support services are employed to assist in indentifying and isolating if problem is a hardware or software issue and to remediate the system problem. Data Vista Software Support Services may also be engaged independent of a hardware support agreement.

Patch/revision analysis and management:

- Consultation on revisions to fix hardware or an OS issue.
- Recommendations on firmware or OS implementation.
- Recommendations on firmware or OS revisions applied prior to installation of most current revision.
- Assist in downloading firmware or an OS from an OEM publicly accessible website.
- Prepare a CD or otherwise make file available for transmission.
- Recommend and perform back up from software revisions.
- Assist with system restores from failed implementation.

Operating systems supported

- Oracle Solaris
- HP UX
- HP DEC/TRU64/VMS/Tandem
- NCR MP RAS
- IBM AIX
- Linux
- Windows