

What Can Xavor's Maintenance and Support Services Do For Your Business?

Xavor's Maintenance and Support Services (M&S) will reduce your internal Agile PLM support costs while maintaining or improving system performance and end user satisfaction. In addition, Xavor's M&S Services will:

- Ensure that your Agile PLM system is not just "up and running" but is optimized for operation and usability
- Allow your internal resources to focus on improving your company's business processes rather than dealing with system issues
- Reduce costs by using Xavor's team of experts who have resolved 5,821 Agile PLM issues to-date!

Agile PLM Application Platform Maintenance & Support Services*

- Agile PLM Infrastructure support (excluding OS, network etc.)
- Server & Application configuration support
- Database maintenance (sizing and running Oracle provided averify scripts)
- Performance Optimization
- Deployment of Oracle provided hot fixes.
- Deployment of Oracle provided averify fixes.
- Weblogic/OAS support
- Capacity Planning
- Server and DB backup & restore
- LDAP support
- Email Notifications Troubleshooting
- Coordination with Oracle SRs

*Xavor deploys these fixes.

Admin & User Support Services

- Users and User Group maintenance
- Roles & Privileges
- General usage issues in Agile (all modules)
- Event management
- Smart Rules & Preferences
- Auto numbers & lists
- Criteria
- Searches, Dashboards, and Reports
- Notifications
- Agile Content Service (ACS)
- Instigation and follow up of customer Oracle SRs
- Other end user issues in using the application
- Security setup

HOW DOES IT WORK?



*For periodic maintenance activities, Xavor automatically creates tickets for its experts to work on your systems.

Service Levels by Severity*

Severity 1:

Response - 1 hour

Start of Issue Resolution – 4 hours

Issue Resolution – 48 hours

Severity 2:

Response - 8 hours

Start of Issue Resolution – 24 hours

Issue Resolution – 5 business days

Severity 3:

Response – 24 hours

Start of Issue Resolution – 36 hours

Issue Resolution – 10 business days

**Resolution numbers are estimates.*

Flexible Contract Options

By Numbers of Agile Users

50 users	\$40/users/mo.
500 users	\$25/users/mo.

By Numbers of Issues Per Month

4 Tickets/mo.	\$2,400
40 Tickets/mo.	\$10,000

SAMPLE

Contact us for additional contract options!



About Xavor Corporation

Headquartered in Irvine, California, Xavor has provided business and software consulting services to enterprise companies since 1995. Our Agile PLM team delivers products, services and apps to enhance adoption and extend productivity. We perform new implementations, data migrations, upgrades and process customizations focusing on the semiconductor, medical device and high-tech verticals.

Visit us at: xavor.com