

Axway TradeSync Integration Manager

Preventative EDI system maintenance and
advantageous consulting services

Success of your business depends, in many respects, on a flawless data and business documents exchange with your partners – customers and suppliers. In modern business, information interchange between companies happens, almost entirely, in an electronic way. This makes the communication between infor-

mation systems of business partners faster, more flexible, and, to a large extent, fully automated. On the other hand, the communication is dependent on a reliable technical and software equipment. Therefore, it is essential for your business to pay attention to a regular maintenance of your EDI system.



Axway TradeSync Integration Manager

Prophylactic services of the Aimtec Company

The Aimtec Company has prepared for the users of the Trade Sync Integration Manager System (previously the Actis Integration Manager, EDImanager) an offer concerning preventative maintenance and consulting services focused on a flawless operation of this Electronic Data Interchange System. As you count among our customers, we would like to offer you this service in form of an advantageous package with an option to choose the scope of preventative maintenance that will correspond with your needs.

The service package has been put together with regard to increasing, or maintaining the current security level of your EDI infrastructure by means of preventative measures that shall detect possible risks before they develop into a serious problem. Hereby you will minimise the risk of system breakdowns, or unprocessed EDI messages, without any impact on the quality of the fulfilment of your business commitments and with exclusion of possible penalisation.

The preventative maintenance package (regarding the TradeSync Integration Manager System) has been designed so as to contain all necessary actions to ensure its safe operations. It may be extended by a block of consulting units that you may draw in form of requests entered into the Help Desk System of Aimtec.

Scope and price of prophylactic services regarding the TradeSync Integration Manager

Code activities	Platinum			Gold			Silver		
	Weekly activities	Monthly activities	Half-year activities	Weekly activities	Monthly activities	Half-year activities	14-days activities	Monthly activities	Half-year activities
K1									
K2									
K3									
U1									
U2									
U3									
A1									
A2									
H1									
Monthly scope of mandays			1,5			1			0,5
Annual scope of mandays			18			12			6

Key

- K1 Check of basic system task protocols (master, slave, appld)
- U1 Evaluation of server operation and processing – possible recommendations debug the system and change its configuration
- U2 Visual check of system tasks (task status, notifications, etc.)
- K2 System run check, check of OFTP communication protocols, notifications, errors and external functions
- K3 Check of system resources (drive space, numbers of objects, etc.)
- U3 System cleaning – removal of error tasks from the system, deletion of non-actual data and protocols
- A1 System analysis – proposals and recommendations (half-yearly)
- A2 Need-for-new-versions or upgrades analysis (half-yearly)
- H1 ISDN Router Backup – ability to restore ISDN router operation (router for EDI communication) of two workdays after incident report

Advantages gained through the use of system prophylaxis

- System security ensured
- Prevention of critical situations
- Breakdown risk minimization
- Exclusion of penalisation on the side of business partners
- Services provided autonomously
- Customer receives regular report of tasks performed

Advantageous consulting services of Aimtec

In addition to preventative services, the Aimtec Company addresses you also to offer you prepaid services, which include a block of consulting units that you may draw in form of requests created in the HED Helpdesk System. Typical request that are closely described below, include analytical activities, implementations, assistance or change requests. In general, the subject of these services may also be another consulting activity not mentioned herein.

Examples of typical support requests

- Analysis and recommendations of new requirements by EDI partner
- Configuration of new date types of EDI partner
- Map implementation according to a new EDI standard
- Current map modification
- Configuration change and setup optimization
- Documentation of processes and procedures
- System administrators and key users training
- System recovery plan definition (Disaster Recovery Plan)
- System restore support
- System test after recovery
- Service pack installation services
- New version installation services

Advantages in case of consulting services reservation

- No administration connected with the approval of every single operation of request on the side of customer
- Approval process happens once during the given time period only
- Requests are handled in the Help Desk System of Aimtec urgently, through the standard process
- As soon as workload in MD is confirmed to customer, realisation starts
- Customer receives feedback on the fulfilment and status of available MD

Implementation of new functions

- E-mail event notifications
- Archiving scripts
- New workflows

E-mail event notifications

Added functionality that enables to send e-mails to individuals and groups according to a defined rule; the e-mail contains information about regular events or error situations. An example may be a notification of unprocessed shipment, of processing errors or of non-delivery of message batch regularly expected according to delivery plan.

Implementation scope of this functionality varies between 1-2 mandays, according to the concrete configuration and system operation.

Archiving scripts

Archiving of delivered EDI messages in source form on a customer's drive enables to search for original messages easily and serves as a support tool in case of audit or the resolution of discrepancies with business partners. It is also an act proving the receipt of an EDI delivery.

Implementation scope of this functionality varies between 1-5 mandays, according to the concrete configuration and system operation.

Workflow

Workflow is a function enabling the distribution of received message, on the basis of pre-defined rules, set for groups or individuals. A distribution criterion may be the content or type of messages. An example may be the delivery of the production planning department orders and finance department invoices, as well as goods invoices verification.

The implementation scope is individual and depends on the specific customer's needs.

Summary of benefits

Preventative maintenance services in combination with a reserved block of consultations, represent, from a long-term point of view, a strategic measure to increase the availability of the business EDI system while reducing the administrative workload on the customer's side.



aimtec

Aimtec is a technology and consulting company that has provided, since 1996, tailored IT applications and services to customers in Middle and Eastern Europe. It has performed projects regarding the implementation of business finance, logistics, supply chain, production and electronic communication management systems.

Since 2001, Aimtec has been a business partner of Axway (formerly Atox Origin). Thanks to this cooperation, dozens of companies in the Czech and Slovak Republic may use the Axway TradeSync Integration Manager. Among them, for example, Delphi Packard Electric, Grupo Antolin, Gumotex Automotive, Lear Corporation, Magna Cartech, Matador, Nematik, Peguform, Tokai Rika, Tower Automotive and Worthington Cylinders (automotive industry) or JohnsonDiversey (manufacturer of consumer goods)

The Aimtec Company is a holder of the ISO 9001:2000 quality certificate.

For detailed information on the products and services of Aimtec, please visit our web site or contact the sales department.

Hálkova 32, 301 22 Plzeň, **Czech Republic**

tel.: +420 377 225 215

fax: +420 377 221 732

e-mail: aimtec@aimtec.cz

www.aimtec.cz