



# CloudSuite Industrial (SyteLine) Managed Service Offerings

## INFOR MONGOOSE & CLOUDSUITE SOLUTIONS

JPO Solutions are an established, certified Infor partner with decades of hands on experience. We specialise in Infor Mongoose and Mongoose based applications, such as Infor Cloudsuite and Infor FactoryTrak. Aside from our Managed Service offerings, we also provide consultancy services for SQL Server and Bartender®, we are a one stop solution for your business critical systems.



Delivery  
Partner



Through our Infor partnership, we work directly and indirectly with customers to ensure that whether we are delivering technical education or a complete bespoke application, the customer always benefits from the latest Infor technology and best practices. Is there something you'd really like Infor CloudSuite (SyteLine) to do which it doesn't now? Would it make your life easier if it did? We can help with extending the functionality of your existing installation. We will sit down with you to discuss what your requirements are and jointly draw up a design that works best for your environment. We understand that upgrading any software can sometimes be stressful, especially when trying to keep your business running smoothly but with our experience of multiple upgrades across many versions of Infor CloudSuite and Infor Mongoose behind us, we will work to ensure that both from the application and technical sides of the upgrade, your migration is as smooth as possible.

Feel free to give us a call or drop us an email for more details on how we can help you.

## Enterprise Software Specialists



Pencoed Technology Parc  
Pencoed, CF35 5HZ  
Phone: +44 (0)1443 565089  
Email: [enquiries@jposolutions.com](mailto:enquiries@jposolutions.com)  
Web: <https://JPOSolutions.com>

Support  
Consulting  
Development  
Managed Services

# Development solutions for your business.

## WHY A MANAGED SERVICE?.

- REDUCE DOWNTIME.
- REDUCE COST.
- PROTECT PRODUCTIVITY.
- GUARANTEED SLA.

The Performance and availability of your business management system, directly affects your productivity and the ability of your business to perform efficiently. Don't be distracted by CloudSuite management issues, let JPO Solutions support you in maintaining that essential, business critical service, with our complete support SLA backed model, for one low, fixed monthly cost.

## solutions for your business needs

### SUPPORT SOLUTIONS

- PROACTIVE OR REACTIVE.
- PATCH MANAGEMENT.
- CUSTOMISATION SUPPORT.
- DATABASE ADMINISTRATION.
- PERFORMANCE TUNING.
- GUARANTEED SLAS.
- ENVIRONMENT COPY & MIGRATIONS.



### WHAT'S INCLUDED

#### APPLICATION AND PATCH MANAGEMENT

- Live to test environment copies
- Management and applying of single fixes
- Planning engine updates

### DATABASE ADMINISTRATION



- Backup administration
- Statistic & index maintenance
- Database Integrity checks
- File growth monitoring
- Locking and blocking analysis

### PERSONALISATION AND CUSTOMISATION SUPPORT



- Comprehensive support of all JPO delivered developments
- Best endeavors support for 3rd party delivered developments

### SUPPORTED CHANGES



- CloudSuite forms
- VB/C# form and global scripts
- Dataviews
- Critical Numbers
- SSRS reports
- Mongoose form reports
- Application events (Workflows)
- SQL Objects —Stored procedures

