



SAP BusinessObjects Remote Administration

SAP BusinessObjects represents the industry's most advanced and complete BI platform to date. But as an increasing number of mid-market companies like yours invests in SAP BusinessObjects, they don't always have the resources necessary to support that infrastructure and ensure that it runs smoothly. SAP BusinessObjects Remote Administration by Chateaux is the solution. With our service, you can:

INCREASE YOUR BI TEAM'S PRODUCTIVITY

Typically, a SAP BusinessObjects administrator performs at least two separate functions: administer the server, and create universes and reports. As universe/report creation becomes more highly valued to organizations, IT managers are choosing to move their most valuable IT staff away from low-level administration work in order to focus on these more strategic activities. This shift can leave a Business Objects server vulnerable.

MITIGATE RISK FROM A SINGLE-POINT-OF-FAILURE

As SAP BusinessObjects professionals become more marketable, turnover rates have sky-rocketed. Add to that the resource variability created by maternity leave, changes in H1B status, disability and other unplanned events, and you'll understand why more organizations are outsourcing critical administrative roles. With Chateaux's SAP BusinessObjects Remote Administration service, you can avoid the one critical emergency that occurred on your internal administrator's single vacation day.

MAKE BETTER-INFORMED DECISIONS

Should you move to the next level of SAP BusinessObjects? Should you install the latest hot fix? Of course, it depends on your situation. Our Senior BO Resources, with an average of 8 years' experience, stand ready to help with this or any other issue.

ELIMINATE THE "DISTRACTION FACTOR"

Internal administrators are generally pulled in many directions by many different departments. Often, the SAP BusinessObjects professional is forced to spend a great deal of time putting figurative band-aids on problems, rather than proactively preventing them. Unfortunately, the less time an administrator can spend on monitoring and maintaining systems, the greater the likelihood that problems will escalate. With Chateaux's Remote Administration service, you get dedicated resources whose job is to maintain stability, resolve issues, and minimize potential risk to your Business Objects deployment.

GET PERSONALIZED SERVICE

Our team is your team. Instead of logging a ticket by email, and waiting for someone to get back to you, just call your Chateaux team member. We'll get to work on the issue right away and keep you apprised of the status until it is resolved.



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SERVICE AGREEMENT FEATURES

(STANDARD TASKS INCLUDED WITH SILVER, GOLD AND PLATINUM PACKAGES)

Scan and Repair Details

BO based tool used to validate the overall health of the BO servers. Run monthly this can help limit potential system failures and identify potential system bugs in the BO environment.

Service Verification and Performance Monitoring

Validation of all services running in the environment from the CMC. High Level Service Performance evaluation.

Log check and clear log files

Facilitate the maintenance and issue identification, by reducing the number of files necessary to search through. Opportunity to catch potential system issues before an enterprise wide problem occurs.

Validation of Scheduler Functions

Verify Scheduling services including calendars, output, server group, scheduling events, destination, and performance.

Analysis for Scheduler Performance on each server

Analyzing scheduling of each server will allow an opportunity to catch potential performance issues within Servers.

Analyze Server and System Logs

Testing and Analysis of performance on all servers. Analyze enterprise environment log files.

Remove old users and recover custom reports

Recovery of user reports from users that are no longer in the system.

Analyze Environment databases

CMS Database, Auditing Database, and FRS Database validation. DR system DB's as well.

Proprietary automated backup utility

Maintain a backup necessary enterprise system databases.

Server Optimization

Server Setting optimization based on environmental settings.

Performance benchmarking and Tuning

Analyze the performance of the overall system performance from login to sign-out.

Report, user, and system auditing

Audit and log all users, groups, folders. Auditing of SSO groups and rights. Audit all existing reports.

Metadata review and maintenance

Review metadata (where applicable) - Handbook outlining the overall enterprise deployment.

License Compliance

Verify the number of users and licenses are within compliance.

REVIEW SERVICE PACK LEVEL AND PATCHES

Review current Patch Level and present recommendations for updates.

Level	# of Proactive	# of Reactive	Response
Silver	10 - 12 / month	N/A	24 hrs
Silver +	10 - 12 / month	4 - 5 / month	24 hrs
Gold	16 - 20 /month	N/A	8 hrs
Gold +	16 - 20 /month	4 - 5 / month	8 hrs
Platinum	20 + /month	N/A	4 hrs
Platinum+	20 + /month	4 - 5 / month	4 hrs

- ▶ During the course of this agreement Chateaux will provide a monthly review of the Business Objects Auditor reports and event logs.
- ▶ This will also include a monthly report detailing enterprise usage, as well as any steps taken to resolve issues and/or optimize performance.
- ▶ A standing monthly status meeting between both parties will be held to review the previous month and discuss any items scheduled for the next month.

START WITH AN ASSESSMENT TODAY!

In order to propose the appropriate Remote SAP BusinessObjects Administration SLA (Service Level Agreement) for you, we first undertake an assessment of your deployment. The assessment is free, and from this assessment we will create a plan that includes both periodic as well as issue-based activities. The result will be an SLA that gives you peace of mind that your deployment will provide your user community with the best possible experience.

Talk to one of our Senior Business Intelligence Architects and we'll give you a plan for stability, predictability and accountability.

ALA CARTE:

- ▶ Quick start package includes product install, mentoring, etc.
- ▶ User adoption strategy
- ▶ User mentoring
- ▶ Report writing/universe design



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