



Microsoft Dynamics AX

## Sycor. The Microsoft Gold Certified Partner for all your Microsoft Dynamics AX technology needs



With our comprehensive package of tailored, quality-assured operating services, we are the right technology partner for every Microsoft Dynamics AX project.

### Our service portfolio:

#### Project services:

- Develop concepts
- Provide hardware
- Install solutions

#### Operating services:

- Operate solutions in our data centers or remotely in your data centers with up to 24/7 support
- Two data centers (additional disaster recovery)
- Operate hardware, operating system, databases, applications (Dynamics AX and MS terminal services)
- Comprehensive support, including system monitoring and management
- Central support hotline for basis applications and technologies

As a Microsoft Gold Certified Partner we offer a complete range of services covering all aspects of Microsoft Dynamics AX operation. We have years of experience implementing international projects for our customers and can develop tailored solutions with quality-assured service packages that meet your exact needs. We are DIN EN ISO 9001:2000 certified and provide ITIL-compliant services.

As part of our package of project services, we develop concepts for server and storage sizing as well as system configuration and operation, including backup and recovery for MS SQL database servers (with optional shadow database), AOS servers, terminal servers and any other Microsoft servers required (such as Sharepoint or Exchange).

We also supply the necessary hardware and install your entire solution, including the hardware, operating system, databases, applications and backup options.

Just like our project services, our operating services are always tailored to your needs. We help you select the services you really need. We operate your systems either at your or our location in one data center or two mirrored centers (we can also provide a disaster recovery data center). We offer standard operating hours or year-round 24/7 support with normal or high system availability. Our collaboration with you is based on binding service level agreements that cover availability as well as response and processing times. Most importantly, we operate your whole package, including hardware, operating systems, databases, Dynamics AX applications and additional applications such as MS terminal services.

We offer a central support hotline for your basis applications and technologies, and respond to your questions during day-to-day operations. We also monitor and manage your systems – quality assured. This includes importing patches, hotfixes and service packs, identifying, isolating and resolving errors, providing backup and recovery, installing software release upgrades and ensuring user management.

### Your advantages:

- Single point of contact for all projects
- Tailored master concepts
- Constant access to the latest expertise and technologies
- Optimal availabilities
- ITIL-compliant support structures
- Highly customer-oriented services

### Your contact at Sycor:

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