

AS/400 Services

Procedures, applications and control activities management

- ✓ Remote check
- ✓ Updates
- ✓ Database supervision
- ✓ Back-up
- ✓ System engineers support
- ✓ Job scheduling

AS/400 systems have always been known for their safety, power and management flexibility, so that they are considered as the most stable and performing IT platform by many IT managers with the consequent relevant reduction of the system total cost.

On the contrary maintenance and management of both applications and company systems together with the assistance services, are not always compliant with the IT structure cost reduction goals and with the existing investments consolidation and optimization. In order to take advantage of real costs and effectiveness advantages, **Tesi** is the “partner” able to manage the systems of companies that, after a costs/benefits analysis, decide to outsource **some or all the operating/application problems** reducing efforts and investments in human and technological resources.

Offered Services

In many years of activity based on deep technical knowledge and large systems management, **Tesi** has developed a **significant know how in procedures, applications and AS/400 systems control management**.

This know how is available for all companies regardless of their dimension and type of activity, and allows Tesi managing projects, evolutive maintenance, trouble shooting and problem fixing for **RPG**, **RPG ILE** and **COBOL** developed applications.

Remote control of customer hardware systems correct functionality

- Connection check
- Operator messages check
- Active jobs check
- Check of scheduled job correct execution/end
- Lines, control unit, devices (printers, terminals, etc.) correct functionality check

O.S. and applications installation/updating

- Contacts with IBM management for PTF (Program Temporary Fix) demand in case of bugs or abnormal functionality
- PTF installation and problem solution check
- Contacts with IBM management for new operating system releases demand
- Operating system new releases installation
- Hardware management at Tesi premises or at certified providers

Control of disk occupation trend and database supervision (space allocation and performances)

- The monitoring activity result is stored in order to allow trends analysis even with graphical representations; single library control parameters at global and detailed level

Back-up management

- Creation of personalized back-up procedures producing two copies; one of the two copies is sent to a safe location
- Back-up time definition and scheduling, check of correct activities end and preparation of a back-up plan in case of malfunctioning

Jobs execution based on a “system journal” or launches on demand checking the elaboration result

- According to customer specific requirements wherever automated jobs cannot be scheduled, operations are manually launched by Tesi operators during service period (24 hours a day, 7 days a week)

Besides **Tesi** can manage **whole subsystems** taking care of their **maintenance** and evolution, implement precise projects in case of customer specific requirements. Time service coverage, number of dedicated resources and their skills are subject to evaluation based on customer specific requirements.



Customer Advantages

- Costs reduction
- Guaranteed and measurable Service Level Agreement at a defined cost
- Higher focus on company core-business applications
- Service level improvement based on users requirements
- Work peaks management
- New activities/processes management even out from regular working hours
- Tesi developed know how on AS/400 applications allows simplifying the corrective and regular maintenance



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Tesi S.p.A. works with ISO 9001
certified quality management system