



the results company

Prepared for Peak Trading?

HSO Managed Services can assist

Proactive Services from a Microsoft Dynamics Partner you can trust

Improved system stability delivers:

High Level Customer Service | Brand Protection | Improved Efficiency | Reduced Staff Frustration | Increased Profitability

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Since 1989, HSO has been a Microsoft Solution integrator and has become a successful ICT company with more than 650 employees and offices in Europe, North America and Asia. HSO supports local and international companies in retail, wholesale distribution, manufacturing and service with their digital transformation journey. The foundation for this is Microsoft Dynamics 365: A complete platform of CRM, ERP, Office 365 and BI software. HSO takes care of the implementation, optimisation and 24/7 support of these cloud solutions. HSO belongs to the Microsoft Dynamics Inner Circle and is proud to have been named the 'most customer-oriented Microsoft partner'.

More information about HSO can be found at www.hso.com. Follow us on Twitter via [@HSO_Tweets](https://twitter.com/HSO_Tweets).

Prepared for Peak Trading?

You **can** be ready...

SQL & Configuration Review

Identifies potential points of failure which can be addressed prior to peak trading, providing system stabilisation over your busiest trading periods. Optimise system performance by reviewing:

SQL SERVER

- Maintenance plans
- Top queries
- Indexing
- Back-up strategy

APPLICATION

- Application logging
- Table growth
- System parameters

Corrective actions can be passed to your own team, a third party or actioned by HSO - you decide.

3 Months System Monitoring

Proactive monitoring to highlight incidents before they become critical, ensuring IT services remain available during peak trading periods.

Range of options available:

- Basic monitoring of servers
- Extended SQL monitoring
- Dynamics AX monitoring
- Specific parameter monitoring

Microsoft System Centre Operation Manager (SCOM) will be deployed with alerts being visible at HSO or via your customer portal.

Corrective actions can be either passed to your own team, a third party or actioned by HSO - you decide.

3 Months 24*7 Support

24*7 support for priority A - business standstill incidents, ensuring maximum uptime and peace of mind during peak trading.

Direct phone access to support personnel.

Combine With Monitoring

Proactive support offered may include:

- Batch job monitoring
- Identification of long-running SQL queries and corrective actions
- Reacting to SQL locking & blocking
- CPU and Memory usage

Agreed incident flow & escalation.

Available for Microsoft AX V4.0, 2009, 2012 & Dynamics 365