



The Eftia ProServ team brings your organization the full knowledge and power of our combined telecommunications and software development experience. With needs assessment, implementation, data migration, knowledge transfer and support, Eftia ProServ provides fast, effective services to optimize systems, minimize costs and maximize profitability.

EFTIA PROSERV : SERVICE PACKAGES

SPRING TUNE-UP

Optimizing Performance in Remedy-based Applications

Your business is running Master.Scribe™ or any other application based on Peregrine's Remedy platform and you want peak performance. Spring Tune-Up maximizes your operational efficiency with a complete review of your system and a detailed recommendations report. The Eftia Proserv team can follow up by making any necessary modifications or offer a step-by-step implementation guide.

Easy Access to the Eftia Proserv Team

The Eftia project manager, Remedy experts and other key personnel associated with the Spring Tune-Up will meet with you to outline the review process and software toolkit and to answer your questions. A review meeting with the Eftia team will outline the findings detailed in the Spring Tune-Up Assessment Report and discuss the recommendations.

Thorough Documentation

Our Remedy experts analyze your systems and produce the Spring Tune-Up Assessment Report, which covers Remedy configuration, database configuration, operating system environment, application activity logging and application performance.

Road Tested

The Spring Tune-Up process has satisfied network providers who have experienced performance problems. Tune-Up diagnosis has confirmed cases of issues in database tuning, configuration and data currency, all of which were solved by swiftly implementing Proserv recommendations.

Discount Services

The Spring Tune-Up service package includes a ten percent discount on the optional purchase of ten person days of Eftia professional services time towards the implementation of any of the recommendations outlined in the Assessment Report.

Your Involvement

Your participation in the Spring Tune-Up process ensures that we receive the critical information necessary to perform the review. Our up-front information requirements include an image of your application and such system specifics as the identity and size of key tables, database specifications such as size and configuration and problem domain-specific information, such as screen shots.

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