



Swiss-AS offers Technical Release Change On-site Support

Background

Release changes of business critical maintenance information systems like AMOS always implies meticulous planning by the customer and of course can also lead to significant internal costs.

Business units expect a smooth transition from one release to another with minimal interference to the daily business operations and a lot of pressure and expectations are put to your AMOS and IT teams.

Swiss-AS can support your AMOS team in reducing and mitigating the risks related to release changes and hence also allowing you to cut the overall costs of a migration to a new AMOS stable release.

Description of Service

Swiss-AS technician support customer's IT and application administrators by providing on-site technical support, consultancy and troubleshooting before, during and after the upgrading process to a new AMOS stable release.

Final OK by Swiss-AS specialist that the release change has been successfully performed from a technical point of view (i.e. database successfully synchronized to new structures, all post migration data cleansing scripts correctly executed, all night jobs up and running, etc.) and that the productive AMOS environment can be released to the business units with a good system performance.

Customer's benefit

Significant reduction of the overall release change risks and negative impact to the business units, and hence overall reduction of release change costs.

On-site presence assures that all technical problems that arise during the release change can be identified and understood much quicker, and consequently also fixed in a shorter time.

Additional knowledge transfers to the customer administrators that is helpful in the daily operation of AMOS.

Pricing

1'500.- CHF/day + travel expenses according Licence Agreement.

How to book

1. Open a support request where you request the Technical Release Change On-site Support and for which dates you would like to book it.
2. Swiss-AS will then issue an RFS (Request for Service) containing all details.

Further information

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