

Pericles Added Value Services

Flexible, Affordable and Effective



What they are:

The Pericles Core Service is enhanced by various other 'Ad-Hoc' services, examples of which include:

- Batch Monitoring and out of hours support
- Re-creation of reports using Crystal Reports
- SQL development
- Business Continuity support, including DR Planning & facilities
- Merits Service

Batch Monitoring

A service to ensure that your Pericles batch processing has been completed successfully on time, increasing service availability for users.

Including guaranteed checking of schedule start, pre-agreed failure resolution and restart of failed jobs.

We worry so you don't have to!

Pericles Reports using Crystal Reports

We have had frequent requests from current support clients for re-creation of Pericles Reports and, since such requests are frequently urgent, we now have a more formal process for handling them at short notice and providing rapid turn-round.

Ad-Hoc developments

All the Pericles consultants have SQL development skills, which combined with our knowledge of Pericles and its operational environment, enables us to provide development support to our Pericles Support base in a variety of circumstances. One example of this is in the scripts we use to support our overnight Batch Monitoring service.

Disaster Planning and Recovery (DR)

Meritec provide a range of Business Continuity Services, as described in more detail in specific fliers. These range from full Business Continuity Planning and Risk Assessment, looking at all risks to the business, to the more specific elements of Business Continuity such as Disaster Recovery and Penetration Testing (ensuring your vital R&B data cannot be accessed illegally) which might be considered in isolation by the Revenues & Benefits and ICT departments.

Merits Service

The Merits Service is a cost effective and efficient way of enabling the delivery of the various Meritec Services and providing access to our wide range of skills.

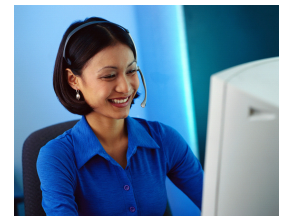
Merit days are purchased up front and then drawn down as required through a simple and straightforward request mechanism managed through the Meritec ServicePoint Help Desk:

- Calls less than 15 minutes are free
- Calls over 15 minutes are drawn down in units of 1 hour
- Includes on-site and off-site services

A Merits contract is available to both support contract clients and those who do not have a support contract with us, so all Pericles users can have access to our Ad-Hoc Pericles Services and full range of skills.

Please see over for examples of services and skills available under the scheme. This is not exhaustive so please contact us if you have any requirements not specifically stated.

For further information on the range of professional services offered by Meritec please do not hesitate to contact us or visit our website.



Meritec

For more information please contact Meritec:

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MERITS SERVICE – EXAMPLES OF SERVICES AND SUPPORT AVAILABLE UNDER THE SCHEME

Business Applications		Technologies and Platforms		Reports and Queries	
<ul style="list-style-type: none"> • Revenues & Benefits • Housing • Finance & Ledger • Document Management & Workflow • CRM • Social Services 		<ul style="list-style-type: none"> • MS Windows/Exchange • MS Office • Oracle • SQL Server • UNIX • VME • Ingres • Citrix • Internet/Intranet (various) 		<ul style="list-style-type: none"> • Crystal Reports • Business Objectives 	
Skills and Services					
<p style="text-align: center;">Technical</p> <ul style="list-style-type: none"> • Support & Consultancy • Application Development • Web Development / Web Design • Database Analysis/Design/Development/Support • Data Migration/Conversion • Application Interfacing & Integration • Microsoft/Oracle Partners • Short/Medium Term Cover for Absence/Leave • Managed Service 			<p style="text-align: center;">Projects/Business</p> <ul style="list-style-type: none"> • Project & Programme Management, Assurance & Audit • PRINCE2 Practitioners • Business Analysis & Project Consultancy • Business Process Analysis & Change • Disaster Contingency Planning/Recovery Support • Testing Strategies & Plans • Tenders – SOR, ITT, Assessment, Marking etc. • Workshops widely used 		

