



ISE | Managed Services

IBM® and Infor® XA Remote Management

Place your IBM servers and Infor XA systems in experienced hands and free up on-site IT operations

Move management of your IBMi server or Infor XA business systems management off-site and into the hands of ISE's highly experienced remote managers. We can perform a number of functions from remote monitoring Infor ERP systems and server performance to handling software and OS upgrades.

ISE remote system management services are available during standard business hours to make sure we're there when customers need us most. Our response times are typically under an hour for monitoring services to provide maximum uptime. Other functions are available within 4-8 hours of notification for services that include system maintenance and upgrades or other non-emergency operations.

Trust ISE's nearly 40 years of experience in IBM enterprise systems and Infor business systems integration and management.

*Contact us today to learn how to
streamline your systems' performance
and reduce on-site IT loads.*

Listen
Learn
Execute

<https://ise-erp.com/services/>

ISE offers a substantial landscape of offerings for managing Infor systems and IBM servers. Below we have outlined several of these services that fall under the programs and response times listed previously, as well as additional capabilities that can be added to customize the service to exactly what a firm needs to effectively manage systems without the need for consuming on-site personnel's availability.

Core System Monitoring Services

- Printer Management
- Application Job Management
- IBM Administration Functions
- Performance Monitoring
- Infor Development Framework (IDF) level monitoring
- Infor Application Administration Functions

Support Services

- Operating System-level User Authorization and Management
- Application-level User Authorization and Management
- Incident Management

Additional Services Available

- System Patch Management
- Application Patch Management
- IBM Hardware Management Console (HMC) and LPAR Management
- Backup Recovery Media Services

This list is only a partial list of services available through our remote managed services department. Contact ISE today to learn about how we can help reduce load on internal IT departments and keep your business systems running effectively.

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