SYNCHRO ERP – SYNCHRO Assure

Date:
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Customer Name:
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Customer Address:
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Email: _____

Phone: _____

Mobile: _____

Date of Maintenance Start: **(yyyy/mm/dd)**

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SYNCHRO ERP Offering another NEW service – SYNCHRO Assure – Monthly Data Maintenance

Data recovery is complex, intricate and time consuming, thus backing up your data must be done on a regular bases, to avoid this catastrophe. This is why we, at SYNCHRO have put together another new service to offer our customers….take a look and choose a package to suit you

Packages Available – Silver, Gold & Platinum

Check database Integrity

The Database Integrity test is basically a quick check up to make sure that there are no corruptions present in the data (or to spot them early on when they are the easiest to solve). Just like going for a check-up with your doctors the data integrity is vital to ensuring that you have a healthy, happy database.

Shrink Database

Just as it sounds, this one is fairly simple. Data can end up taking up a lot of space depending on how many orders or products, materials etc. you may have. Each extra bit of detail that you enter in will cause the database to grow and sometimes it grows a little too much. We can shrink the database to make it smaller and give you some more room.

Index Organization

The index Reorganization for a database it a little like Defragging a regular machine. Through normal use, internal fragmentation usually results from data modifications, such as inserts, updates, and deletes, which can leave empty space on a page. We use a lot of these within SYNCHRO.

The fragmentation itself is a lot like reading a book. Only instead of being printed as you would expect the story goes from page 1 to 42 to 104 to 30 and so on. This would make it hard for you to read and a computer is no different. The Index maintenance here will ensure that there are no wasted pages and that everything is in order.

Backups

When a corruption or other disaster occurs, the most effective way to recover is to restore the database from backups. Obviously here you need to have backups in the first place. All too often, people want to know how to get a corrupted database running again when they don't have a backup. The simple answer is that you can't. Not without experiencing some form of data loss that could play havoc with your business, and costing you a fortune.

Our offer is to back up your database (at a timescale which suits you), weekly or monthly and keep this backup of your system secure on site with us. This means that if the worst should happen and your entire server goes a little haywire, you can rely on SYNCHRO having your latest backup to hand. Obviously the later the backup the better as it means you will have lost less data, this will, of course, cost a little more.

SYNCHRO ERP Updates

As part of the maintenance solution we are also offering your Synchro ERP updates to be run at a time which pleases yourselves. This will be run at a time scale as indicated in the pricing brackets, however if you are on a platinum account then you could, of course, ask to have an update run anywhere from weekly to monthly.

Scope

Scope >	Silver	Gold	Platinum
Check database Integrity	Monthly	Bi-Weekly	Weekly
Shrink Database	Monthly	Monthly	Monthly
Index Organization	Monthly	Bi-Weekly	Weekly
Backups	Monthly	Bi-Weekly	Weekly
SYNCHRO ERP Updates	Monthly	Bi-Weekly	Weekly

Prices

Monthly >	Silver	Gold	Platinum
GBP	£35.00	£55.00	£75.00
EUR	€40.00	€65.00	€90.00
USD	$50.00	$90.00	$120.00
AUD	AU$55.00	AU$55.00	AU$130.00

Additional Conditions

MINIMUM CONTRACT TERMS: 12 MONTHS from Date of Maintenance Start. Contracts resigned before the minimum 12 months will be invoiced in full as one invoice for the full duration (up to and not exceeding 12 months service).

REMOTE ACCESS: We will require unattended remote access to your systems. Non-availability of remote access will be reported as a Missed Appointment.

LICENSING: A Valid License Key must be in force BEFORE any Maintenance Schedule. Failing to ensure to have one applied will be reported in a Missed Appointment

MISSED APPOINTMENTS: We will inform you of any missed appointments. ANY Missed Appointments will be charged in full. You will then have the option to purchase a replacement at a rate equivalent to the monthly cost as set out in this contract under section 3. Continuous repeated missed appointments may result in a termination of contact by SYNCHRO ERP.

TERMINATION OF CONTRACT: This agreement may be terminated by either party on Thirty (30) days' notice in writing.

Agreement

SCOPE: ☐ **Silver** ☐ **Gold** ☐ **Platinum**

Person of Authority to contact in the event of missed appointment:

———

Non-availability of remote access will be reported as a Missed Appointment. We will require unattended remote access to your systems.

IT Contact for Unattended Remote Access Set up:

———

If you find the terms acceptable, please print out and sign a copy of the contract. You can return it to me via mail or email.

We look forward to working with you in managing and optimising your SYNCHRO ERP Database.

We feel that SYNCHRO ERP Services are an excellent and cost-effective tool for today's foundry men.

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SYNCHRO ERP   **Customer Signature**