

Technical Services

Integra offer a full range of skills to support an Agresso project. This includes a comprehensive set of technical services, and over 15 years experience of Agresso installations.

With over 15 years experience, Integra has a high level of skill and knowledge in providing technical services to ABW users. Our Technical services range from a dial in check to ensure your systems are operating smoothly to complete server installations and bespoke development work. Services can be supplied in conjunction with our project management and consultancy service, or can be ordered separately.

Agresso Installation

We can build / rebuild and configure servers according to the requirements of your project, whether this is for software upgrades, hardware upgrades, or new test / training environments. Our technical experience covers all aspects of installations of Business Servers, Web Servers and RDBMS servers, and all ABW versions.

Agresso Business World Upgrades

We can set up or update your test servers, test the upgrade against your test data and then upgrade your live system. Our long experience of upgrades can substantially reduce any downtime experienced, and to further avoid disruption to your business and to reduce downtime we can arrange for work to be done in evenings or weekends.

DBA Services

RDBMS Upgrades

To allow you to take advantage of new features, better performance, or better support of your database software we can upgrade your RDBMS software to the latest release of SQL Server or Oracle.

Database Administration

It will not always make sense for a smaller organisation to employ a full-time database administrator, but failing to have regular DBA review of a database is risky with potential downtime or even loss of data. We can provide a cost-effective database administration service to ensure optimum database performance and integrity.

Integra's services include:

- **Agresso implementation**
- **Agresso upgrades**
- **DBA services**
- **Integration of Agresso with other services**
- **Bespoke development work**
- **Systems Review and Optimisation**
- **Technical Training**

This can be done as a one off service to trouble shoot and correct any issues already identified, or we can arrange a regular visit or dial up service to monitor your system and ensure that it is up to date and running at optimum capacity. Daily, weekly, or monthly checks can be arranged to perform essential database checks. Installation of patches can be incorporated into this service which can be tailored to your requirements.

Integration of Agresso with other products

We have extensive experience of complex integrations of ABW with other applications and have worked with Unit 4 to develop the integration tools on a number of sites. We have specified and developed bespoke routines to allow integration to numerous other systems, including complex and very high volume CRM transactions processing (for in excess of 1 million customers), Payroll, Property Management, Insurance Industry and other industry specific systems. We have also developed solutions to punch out to market places and direct to suppliers.

Bespoke Development Work

However flexible a system is, there are always organisations with requirements which cannot be met within the standard product. Integra has provided many highly effective and robust bespoke developments to customers on ABW versions 5.4 and 5.5 using tools including ARC, VBA and ACT.

Systems Review and Optimisation

We can perform technical health checks of your current systems to ensure they are running optimally and provide recommendations on patches and upgrades and protecting your system's integrity.

Training

We can provide technical training to your team in how to maintain and support an ABW database, with tips on housekeeping and ensuring data integrity and optimum performance. We also offer training on all of ABW's reporting tools.

Please contact us for further information on how we could assist your organisation with your ABW technical needs. We are always pleased to discuss your requirements on an informal, no obligation basis.