



ea consulting™ - SAP BASIS Remote Monitoring Support

The human side of
TECHNOLOGY™

Description

ea provides auto-checking and monitoring to your Systems, namely SAP R/3 and Enterprise Portal, 24 hours a day, 365 days per year. In addition, ea's support team will manually check your Production System's operating status every 8 hours via a highly secured authorization and network system. ea also manually checks your Development and Quality Assurance Systems on a daily basis.

ea will perform the following R/3, and the relevant Enterprise Portal systems monitoring activities :

Daily	Weekly	Quarterly
<ul style="list-style-type: none"> → Ensure Production Systems are up and running → Ensure the backups process completed without errors → Check CCMS monitors for any pop-up alerts → Check for any hanging/stopped work processes → Check system logs for errors/warnings → Check for background jobs being cancelled for any reason → Check for the lock entry list → Search for any failed updates → Check for user logins from unknown terminals/ locked users → Analyze program dumps → Check for excessive swaps & buffer statistics → Review database performance → Check database for space critical objects → Check the average response times → Check OS level alerts → Check CPU load & memory usage level → Review SAPDBA calendar job logs → Check archive directory status 	<ul style="list-style-type: none"> → Check database for free space → Monitor table space growth → Monitor total database growth → Clean up spool → Clean up transport buffers → Run TemSE consistency check → Review security audit log → Check for adequate file system space → Analyze Early Watch reports 	<ul style="list-style-type: none"> → Review SAP profile parameters → Review the standard scheduled jobs → Archive the old transport files → Maintain SAPDBA and database parameter files → Check for usage versus licensing
	Monthly	Annually
	<ul style="list-style-type: none"> → Restart the R/3 system → Analyze the database growth and plan for storage → Review directory structure and need to move data files → Clean up old logs 	<ul style="list-style-type: none"> → Clean up client's Development System → Check workbench organizer settings → Refresh Development system → Assist in disaster recovery/ failover testing



ea consulting, Inc. (ea) was founded in 1990 with a corporate office in California, U.S. and an Offshore Development Centre in Malaysia. ea is a strategic IT solutions and services partner to Fortune 1000 clients, across corporate and public sectors. ea has a well-established presence in the U.S with over 17 years of historical success in managing global IT services including ERP implementation, upgrades, infrastructure management and application outsourcing. ea is a certified SAP Services Partner with extensive vertical industry knowledge, particularly in the Utilities and Public Sector best practices. Microsoft, IBM and other IT strategic providers have partnered with ea to deliver a complete suite of ERP solutions and support services. ea's proven global delivery model is backed by CMMI® Level-5 quality and maturity standards, and the ISO9001:2000 assessments and policies.

ea has been twice listed on the Inc. 500 as one of the fastest growing companies in the country. ea has also been listed consecutively on the Global Services (GS) 100 Index 2006 - 2008, as one of the World's Top 100 Most Innovative Service Providers. ea ranked #7 and #10 as the "Top 10 Companies to Watch in Emerging Asian Markets" in the GS100 2007 and GS 100 2008 respectively, and was recognized as one of the top 50 Technology Companies in the SARTA Tech Index 2005-2007.

