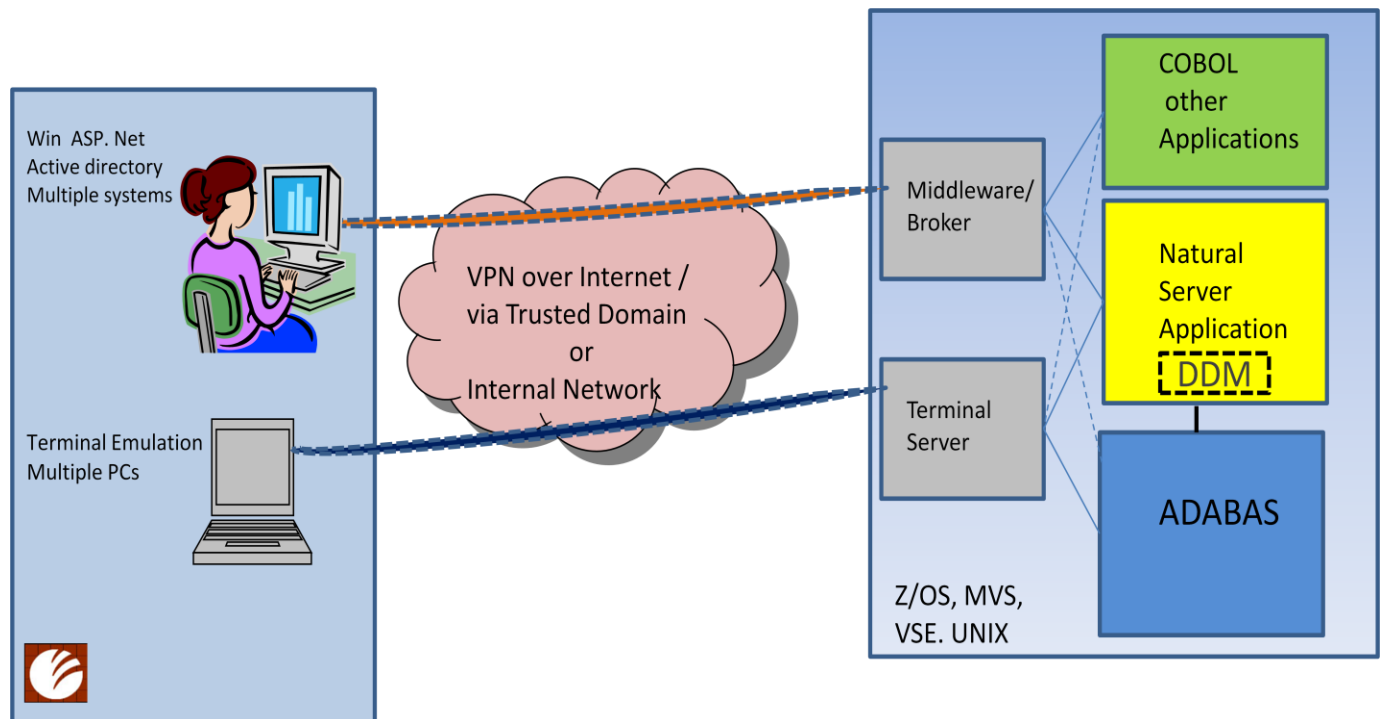


Musewerx support for Application Maintenance in Software AG NATURAL and ADABAS™ environment

Musewerx provides Application Maintenance Services for your applications written in NATURAL and ADABAS environment. We extend software application maintenance services by combining them with customer support services and take full responsibility for the lifecycle support and maintenance aspects of your software applications.

Our services offer support across a wide variety of technologies including Mainframe, UNIX, Linux and Windows Server Platforms with all the industry standard operating systems.



Application Maintenance Services

- ✦ We proactively monitor and maintain applications and interfaces for a predictable, high level of system performance and provide functional and technical troubleshooting
- ✦ We provide Application Subject Matter Expertise whether it is in Supply Chain, Insurance, Accounting, Web Integration or any other area
- ✦ We review and provide corrective action for early warnings and required fixes provided by Software AG and third party vendors
- ✦ Our software maintenance team stays with the latest industry and technology trends, keeping your business competitive and aligned with the industry standards
- ✦ We provide 24-hour remote-online monitoring and telephone support as well as optional near-shore and onsite presence
- ✦ We will review your Natural Construct models and upgrade these to latest release of Construct
- ✦ We provide periodic file and utility software modifications and maintenance
- ✦ We follow change management process so system changes are fully approved and documented including scope, purpose, devices involved, steps and back-out procedures
- ✦ We provide a single point of contact to manage your services, resolve issues and spot opportunities for improvement
- ✦ Musewerx Offer Service Level Agreements (SLAs) for all service delivery scenarios. These SLAs are highly flexible and are customized after client's input prior to the start of every project

Benefits

- ✓ Our process lifecycle include service for everything from fixing small defects to handling complex challenges, which ultimately leads to a significant reduction of your application maintenance costs
- ✓ Outsourcing your maintenance needs to Musewerx experienced team means improved application stability, increased productivity, and lowered support costs
- ✓ We analyze your system to identify common code and redesign to take advantage of improved modularity capabilities in NATURAL
- ✓ We preserve core business logic of your applications while modernizing the user interface
- ✓ We provide Application code reviews remotely and guarantee that we will find errors, omissions or poor coding practices
- ✓ We develop end-user ad hoc query tools that allows users to search and retrieve information on any number of mainframe ADABAS files
- ✓ We provide cost-effective utilities and middleware solution in mainframe environment to save you time and costs

ADABAS Administration and Monitoring

Use ADABAS ONLINE System:

- Manage User-related tasks
- Resource related monitoring
- Overall control of ADABAS session

Use of ADABAS STATISTICAL Facility to :

- Generate Evaluation Reports
- Trend Evaluation Reports
- Run Critical Reports
- Run Critical Trend Reports

Periodic use ADABAS REVIEW to detect:

- Heavily used Files
- Location of non-descriptor searches
- Updated Records
- Response time metrics

Performance Monitoring

- Transparent tuning of the ADABAS database environment (ADABAS Fastpath, Prefetch)
- Influence of CPU and main storage on Application Performance
- Functioning and optimization of command processing in the ADABAS nucleus
- Optimization of performance-relevant nucleus parameters
- Structure and optimization of physical I/Os
- Application-independent design considerations
- Batch processing

Other miscellaneous activities include:

- Locating weak points in the ADABAS database
- Temporary working space management
- DBA Workbench operations
- Data load and Unload
- Using ADABAS Utilities for Administration and Monitoring

Natural Environment Support

- Create a New Natural Profile
- Setting up Natural Environment
- Installation of Natural Construct
- Set Security
- Create Backups
- Load updated Datasets in Target Library
- Maintain the existing models, code frames, and control record
- Create new models
- Use the utilities provided with Natural Construct
- Code Reviews

Natural Construct

- Maintain Natural Construct
- Install Natural Construct Over an Existing Version
- Change control and Versioning

Platform Support

- ✚ Musewerx expertise spans Microsoft Technologies, J2EE, Java, SAP, Mainframes, and several other platforms, databases, languages, software, and enterprise applications
- ✚ Installation, upgrade and use of Software AG Products in MVS, VSE, z/OS UNIX/Linux and Windows environment
- ✚ Provide migration support for client's Applications from z/OS to UNIX/Linux. This included setting up application environment, installing, troubleshooting software problems, and migrating data from z/OS to UNIX/Linux
- ✚ Installations, upgrades, migrations and mentoring of new Database Administrators in all areas of NATURAL and ADABAS
- ✚ Develop Terminal Emulator Macros
- ✚ Developing macros for many different mainframe applications and emulators. These automated tools save clients the overhead of manually re-keying data or performing tedious cut-and-paste operations
- ✚ We provide on-site participation in regularly-scheduled disaster recovery tests
- ✚ Design and performance improvement techniques to reduce elapsed times of long-running batch jobs

About us

Musewerx is a business and information technology services company delivering high technology solutions, system integration and outsourcing solutions to its clients in a diverse range of industries. We provide diverse technology-driven business solutions to help its clients improve their business performance. Our core portfolio comprises information-technology, applications and business process services, as well as information-technology transformation services.

Musewerx is an IBM ISV, Microsoft Certified Partner and US Government certified (IT schedule 70) contract holder for minority owned small businesses.

We differentiate ourselves in the IT marketplace by providing outstanding service, innovation and a Global Delivery Model.

Musewerx combine a unique onsite/offshore delivery model that has repeatedly been singled out by customers as effective, economical and agile.

Musewerx has offshore delivery centers based in Bangalore, India and Karachi, Pakistan.

Our Customers

Musewerx has satisfied Fortune 500 clients across many industry sectors. Our customers include:

AT&T

Comcast Corporation

EDS

KPMG

LSI

NEC Corporation of USA

The World Bank

Verizon

Verizon Wireless

Contact us

Contact us today to discuss how we can help you enhance and maintain the NATURAL and ADABAS based software applications that are critical to your business. No matter how simple or complex your current software applications may be, we will provide you with the maintenance services that will allow your business to continue benefiting from the use of your existing systems.

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Service at your Pace

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