Additional features included from Levels 1-3 Support:

- *Telephone, email, and IM support*
- *Hardware and systems requirements*
- *Detailed hardware, systems, and database management support*
- *Modified software (FORTRAN source code and documentation required)*
- *Special pricing for training, modifications, and consulting.*
- *Enhanced MPE/iX support*
- *Database capacity monitoring and related maintenance*
- *Batch processing*
- *MANMAN application management (fiscal period "month end" close, etc.)*
- *Security audit and maintenance*
- *Installation and implementation of HP3000/MANMAN third party software on host system*
- *System configuration*
- *Performance/availability guaranteed*

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Level 4 Support
Off-site Management and Outsourcing of Systems and Application Operations/Audit Response

Whether you're on MANMAN short term or long term, we have a support plan to meet your business and financial requirements, targeted for the skill level of your IT team. The Support Group levels of support range from minimal basic telephone support to a fully-supported turnkey MANMAN/HP3000 operation. The Support Group ensures an on time, all the time system for your business. Let us worry about your MANMAN system, so you can get back to doing what you do best.

We have two different Level 4 Support offerings.

Off Site Management and Outsourcing of Systems

This Level 4 Support offering is designed for companies with no MANMAN expertise that prefer to outsource operations. It is also appropriate for companies migrating to another system.

Services include:

- All features of Level 1, Level 2, and Level 3 Support
- Hardware housed at tSGi Datacenter
- Secure off-site tape storage and library management (labeling, archiving, changing, etc.)
- Performance/availability guaranteed

Audit Response/Open Access

This Level 4 Support offering is designed for companies that have transitioned to a new ERP system and need periodic access to historical information and/or to respond to potential audits.

Services include:

- All features of Level 1, Level 2, and Level 3 Support
- Hardware housed at tSGi Datacenter
- Timely processing of requests to customer by outside entities or individuals (banks, governments, attorneys, etc.) to perform audits of information contained in the MANMAN system
- Access and processing services for any version of MPE/iX and MANMAN programs and data on your hardware
- Complete end-to-end service with minimal involvement from your IT staff
- Guaranteed performance, quality, scheduling and timing