



INTSYS UK LtdTM

**Intsys Annual
Support Agreement**

INTSYS UK Ltd™

Support Agreement



Extensive Services included within the Intsys Annual Support Agreement:

- ✓ Fully Pegasus Accredited Support Team
- ✓ Immediate access to Support Team Mon-Fri 9am-5:30pm
- ✓ Support delivered by your preferred method of communication
- ✓ Monthly Support Call
- ✓ Monthly Email Bulletins
- ✓ Regular Product Seminars
- ✓ Prioritised Response
- ✓ Call logging via Helpdesk Management System
- ✓ Constant call monitoring and assessment by the Consultancy Team
- ✓ Advice on redesign of documents
- ✓ Free assessment in the event of data integrity issues
- ✓ Licence Management - reminders and regular updates
- ✓ Advice on integration of third-party applications into Pegasus Opera
- ✓ Advice on Bespoke product add-ons and enhancements



Why not add additional services to your Support Agreement?

Intsys are proud to offer discounted support hours that can be spent on a range of services throughout the year.

If you would like to add hourly or annual services to your support agreement, please contact us for our rates.

Additional Services

Intsys offer a range of other support services to complement our support agreements.

It is important to maintain the Opera installation and also ensure that any new workstations are configured correctly to ensure that the software operates as designed. This reduces the possibility of data integrity issues, minimising any downtime and increasing user efficiency. In addition, the support team offer a range of other technical services not covered within the standard support agreements, such as assistance with the Opera Import function and data integrity services. Intsys charge an hourly rate for many of these services and offer a reduced rate for our clients which possess a relevant annual support agreement.

Hourly Chargeable Services

Software Upgrades

It is important that Opera is installed correctly as such we can provide both on-site and remote software upgrades.

Client Software Installs

If the company invests in new workstations it is necessary to install Opera client software on these workstations as specified by Pegasus. As such we recommend all clients to contact the support team each time a new workstation is acquired to ensure the software is installed correctly. This would apply to all Pegasus applications including Opera, Document Manager, XRL and On-line Filing Manager.

Document /Report Designs

The support team can modify Opera documents, such as invoices, sales orders, purchase orders. These can be amended to clients specifications. In addition the standard Opera reports can also be modified as required – for example re-aligning columns or switching a report from portrait to landscape.

Data fix

Intsys **always** recommend reverting to backups on occasions where there are data integrity issues caused by user error or system events, such as crashes or incorrect configuration. We do recognise however that there are occasions when it is necessary to investigate and fix data.

Data restore/Backup

It is essential to take backups - the support team can provide advice on backup procedures. By request, they can provide assistance on performing backups or restoring data.

Remote System Audit

To ensure that Pegasus Opera continues to operate as designed, it is essential that environmental settings set during initial installation are maintained. These include folder permissions and virus checker exclusions which can inadvertently be modified locally and can have profound effects on the performance of Pegasus Opera. As such the support team offer a service where they can remotely connect to your system and perform maintenance tasks which can pre-empt any potential issues.

Additional Services

Annual Support Services

Import Module Support

The import module is a very powerful tool, allowing transactional information to be imported into many of the Opera modules including sales, purchase, nominal, payroll, stock and job costing modules.

The import demands transactional information in a very specific format and has extremely sophisticated error checking – the Intsys support team can advise on getting this right quickly.

We offer an hourly consultancy service to help with the initial import and then an on-going **Import Support Agreement** to provide assistance when required.

Remote Access Support

Intsys have invested in software that allows us to remotely connect to clients systems to perform many of the services indicated above.

The benefit of subscribing to this service is that we are then able to perform the many services above remotely, which ensures efficient completion of tasks and minimises the possibility of system downtime.

Accredited Pegasus Training

Intsys provide a range of Pegasus training courses. These can be provided on-site or conveniently at our training suite at our offices in Wimbledon Park.

Training is available in all Pegasus products including Opera 3, Opera II and XRL. The sessions are tailored around the specific needs of the user and the topics covered are agreed in advanced. Training sessions are 3 hours in duration for up to 5 users, or 3 users for XRL.

The support service is accessible by designated trained users and as such we refer all new Pegasus users to our training team who will then tailor a training program to provide them with the skills necessary to utilise all the Pegasus applications.

Training is provided at all levels - introductory, intermediate and advanced. We can also provide refresher training for previously trained users who may wish to update their knowledge.