

# Optimising ERP Performance with a fully managed service for Data Archiving, Application Decommissioning and Document Management

Macro 4 & Attenda in Partnership



## Enterprise agility in a constantly changing world

In any enterprise, the ERP system database is constantly expanding to support business growth. If left unchecked, database growth can lead to poor system performance, slower user response times and extended query times or more frequent query timeouts. Ultimately, performance can deteriorate to a point where productivity and customer service are seriously impacted. Regular data archiving is therefore recommended to reduce the size of the ERP database.

Our Data & Document Archiving solutions define and implement your archiving strategy, removing historical data from your ERP system and storing and managing it securely and efficiently, to improve the performance of your live ERP environment. The archived data can be accessed securely, on demand, for customer service, legal discovery or audit purposes, whilst your live system is unaffected by the retrieval of large volumes of historical data.

## Delivering exceptional customer service

Documents in all their electronic and paper forms are the primary means of communication with your customers. They act as the driver for key business processes and are a vital reference source for handling customer queries. Effective management of these documents is the key to unlocking radical improvements in customer service, productivity and competitiveness.

With our on demand document management solutions, you can gain easy access to your entire corporate document history, enabling you to process transactions faster, resolve more customer queries in a single interaction and exchange documentation rapidly with your customers and suppliers, via the Web, email and contact centres.

Our fully managed solution can help you to reduce the cost of customer service, with fewer call backs and shorter, more effective customer interactions. Customer satisfaction is enhanced and sales increase as a result of delivering a more responsive service.

## Tackling the burden of legacy system support

For many enterprises, there are legacy applications that remain on 'life support' as they contain important data that needs to be retained for operational reasons or legal compliance. Our Application Decommissioning solution swiftly releases data from the legacy application and moves it to a secure, online Cloud archive that can be accessed on demand. The legacy application is no longer required and can be switched off immediately, together with any supporting hardware and software.

The solution is delivered as a fully managed service, providing a proven process for decommissioning applications from any platform in a consistent, reliable and secure manner. With the benefit of our extensive experience in application decommissioning, you can eliminate the need to retain scarce and expensive legacy IT skills and reduce operating costs in your data centre.

## Delivering the benefits of an on demand solution

Our ERP Data & Document Archiving, Application Decommissioning and Document Management applications are delivered as a fully managed solution. Using either dedicated or virtualised hardware, or with the Attenda Cloud Computing platform, Attenda RTI, we can provide a highly scalable solution, with response times, storage capacity and data retention timescales to meet your evolving business requirements on demand:

- Raise productivity and customer service levels
- Improve ERP system performance and minimise storage requirements
- Complete ERP upgrades faster, with less downtime and reduced business risk
- Meet statutory data retention obligations whilst lowering operational costs
- Shut down costly legacy applications that drain the IT budget
- Release IT resources to focus on innovation

## A flexible, scalable, and future proof approach

Our solutions, delivered as a fully managed Cloud Service, provide the capability to scale computing resource up or down according to business demand, eliminating the need to provision additional infrastructure, to cater for anticipated demand at peak times.

Additionally, the Attenda RTI Cloud computing platform design enables clients to take immediate advantage of new components and generations of technology as they become available, continuously providing the optimal computing platform, and protecting investment into the future.

With rapid deployment times, our Cloud solutions provide you with the capability to implement cost-effective data and document archiving to boost system performance, reduce storage costs and enhance business agility; or to enhance customer service levels, productivity and cash flow with on demand customer service and self service solutions.

## Why Macro 4 & Attenda?

The Macro 4 and Attenda partnership brings together extensive combined expertise in managing the availability, performance and security of business critical enterprise applications.

Macro 4 has a long and successful track record in the implementation of enterprise document management, data & document archiving and application decommissioning solutions. With over 2000 customers worldwide, Macro 4 has developed a global reputation for delivering rapid business improvement.

Attenda brings to the partnership extensive expertise in the high availability application delivery and operational management 24 x 7, with flexible, scalable infrastructure provisioning and ITIL based best practice processes, to deliver certainty in the availability, security and performance of these business critical enterprise applications.

Whether you use SAP® Business Suite or a variety of other business applications, together we offer a range of flexible delivery options, designed to improve system performance, increase business efficiency, meet your compliance obligations and reduce your IT operating costs.

## About Macro 4

Macro 4 is a global software company that helps organisations to improve the performance of their critical business applications by making the complex simple. Macro 4's solutions for application performance, document management and application availability are easy to use, fast to implement and deliver value quickly in even the most complex IT environments.

US and European subsidiaries and a network of international business partners represent the company in every major market worldwide.

Macro 4's document management solutions capture, store, present and deliver business-critical data and documents throughout the enterprise. They increase the efficiency of key processes such as SAP ERP and application decommissioning and support customer service in the contact centre and via the Internet.

Macro 4 is a division of the UNICOM Group of Companies.

## About Attenda

Attenda is focused 100% on managing high availability critical applications and IT Infrastructures that businesses depend upon to operate effectively, ensuring that they are 'Always On'. By allowing clients to selectively outsource their IT operations they can refocus on using IT to add strategic value to their business.

Attenda's unique delivery approach is based upon a substantial investment in our operations platform Attenda M.O. which uniquely integrates ITIL compliant processes, talented people and sophisticated technologies to deliver exceptional service levels, but at a cost that is amortised across its entire client base.

Attenda is an SAP Hosting Partner and fully Certified Microsoft Gold Partner. Our service operation adheres to ITIL best practice processes ensuring maximum client uptime, supported by ISO 20000 accreditation for IT Service Management, ISO 27001 and ISO 9001 industry security and quality accreditations.

**“ We want to follow best practice by having a plan in place right from the start to address how we archive static and historical data away from the live database. We know that managing the size of the database will help to ensure the system performs at optimum levels and keep operational costs down.”**

Myron Hrycyk, CIO, Severn Trent Water

**Attenda**  
Always On Managed Services

  
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