

## basisservices

### Our Approach

Exactitude's approach is based on gaining a complete understanding of an organisation's strategies and operations. We apply our extensive knowledge and expertise to achieve positive outcomes that will make a measurable difference and outcomes that will enhance processes, streamline operations and improve efficiencies. Central to our approach is working in partnership with our customers. We share knowledge and ideas, and work towards the same goals. Our key values are building long-term relationships, providing customer solutions and continuous improvement through our professionalism and delivery of quality services.

### Our Services

Our SAP R/3 Basis team provides solutions to meet the needs of all aspects of the production lifecycle – from design to implementation, through to production support.

Our SAP R/3 Basis services cover:

- System audits, health checks and capacity planning
- Configuration:
  - Installs
  - Upgrades
  - Correction and transport system
  - System back-ups
  - Printers

Administration:

- System monitoring
- Performance monitoring
- Tuning
- Review and Implement EarlyWatch recommendations
- Disaster recovery planning and testing

### Business Benefit

The value added from utilizing our experienced Basis consultants is a system optimised to maximum availability and performance with minimal unscheduled interruptions, ensuring that mission-critical business applications execute in a secure environment.