

Remote UXT® System Administration Service

The assigned Salient Technical Support Specialist will monitor Client's UXT Server environment at agreed upon intervals for functionality and performance:



Proactive Monitoring of Server Environment:

- Verify system updates and server availability
- Perform diagnostic analysis of server performance
- Optimize server performance/parameters
- Escalate maintenance of hot-fixes, patches, and scheduled upgrades exclusive to Salient solutions (software, utilities and tools)
- Coordinate SIM upgrades with Client's IT for rollout to the user community
- Perform Acquire functions as required (data rebuilds/reloads)
- Notification of daily update status.

Routine Monitoring of User Environment:

- User connection activity analyses
- Deploy User Messaging as required.

Download Central & Utility Administration:

- Maintain file/version availability
- Deploy utilities as required (Key Collection, Pull Sales, etc.).

Remote UXT System Administration service will be available to Client between 8:00a and 5:00p (Client's local time), Monday through Friday.

Standard Client Support and Maintenance Services remain in effect.

About Salient

Salient Corporation offers business and government a new solution for efficient management. Drawing on diverse data from multiple sources, our technology measures how business activity creates value, quality, financial efficiency, productivity, while its user interface eliminates barriers to the use of this knowledge for continuous process improvement.

Salient's technology platform is a super scalable in-memory OLAP system for activity based value scoring. Its user interface is a graphical toolbox for interactive, stream-of-thought data mining, visualization and root cause analysis. Overall, the technology enables non technical knowledge workers to evaluate process behaviors rapidly, eliminate waste and optimize outcomes continuously.

Founded in 1986, Salient today serves more than 35,000 users in 53 countries. For more information, visit www.salient.com.

