



## QUMAS Remote Assist Program

A tailored approach to day-to-day application, server and change management, which is integrated into your existing support and SLA requirements to ensure optimal performance and availability of QUMAS production and non-production systems.



## **Program Goal**

The goal of this program is to help you to improve end user problem resolution times and also improve overall customer satisfaction. This integration of Server, Application and Change Management Support leveraged over your mission-critical applications insures minimal end user service interruption. The program also aims to provide you with a proactive, secure-remote service (VPN or WebEx) that ensures early identification and fast resolution of issues, while maintaining a low cost point and minimizing business disruptions.

## **Program Objectives**

The QUMAS Remote Assist (QRA) program has three primary objectives:

- Increased Application Availability – Leveraging sophisticated toolsets, the RA Team will monitor your application servers 24/7/365 for issues, errors, and various system failures, for immediate alert and resolution of issues before they cause you business interruptions
- Ensure Optimized Performance - Perform routine server maintenance (including hotfix installs) and reviews to ensure optimal performance, identify potential issues, giving your IT personnel more time to attend to other non-QUMAS related matters
- Enable your valuable senior resources to maintain their focus and allocate its valuable time and expertise to more business-appropriate tasks
- Tightly integrate into our customers existing support and systems management protocols, as well tightly integrate into QUMAS Support
- Establish and maintain efficient Call Triage & Support Case management practices for prompt escalation to the right resources
- Establish and maintain Standard Procedures, Forms, and/or Work Instructions to facilitate reliable and easy-to-follow processes for all impacted parties
- Establish and maintain a ready-response mechanism for implementing Minor change controls for application-side changes
- Establish and maintain both a routine and on-demand process for Application Administration
- Establish and maintain a knowledge transfer policy to ensure that problem resolutions are effectively communicated back to the Application Support Desk (or equivalent), so re-occurrence resolution cycles can be continuously improved
- Application Server Support - Act as the escalation point for support issues (Monday-Friday 8AM-6PM local time) that would normally be escalated to your IT group

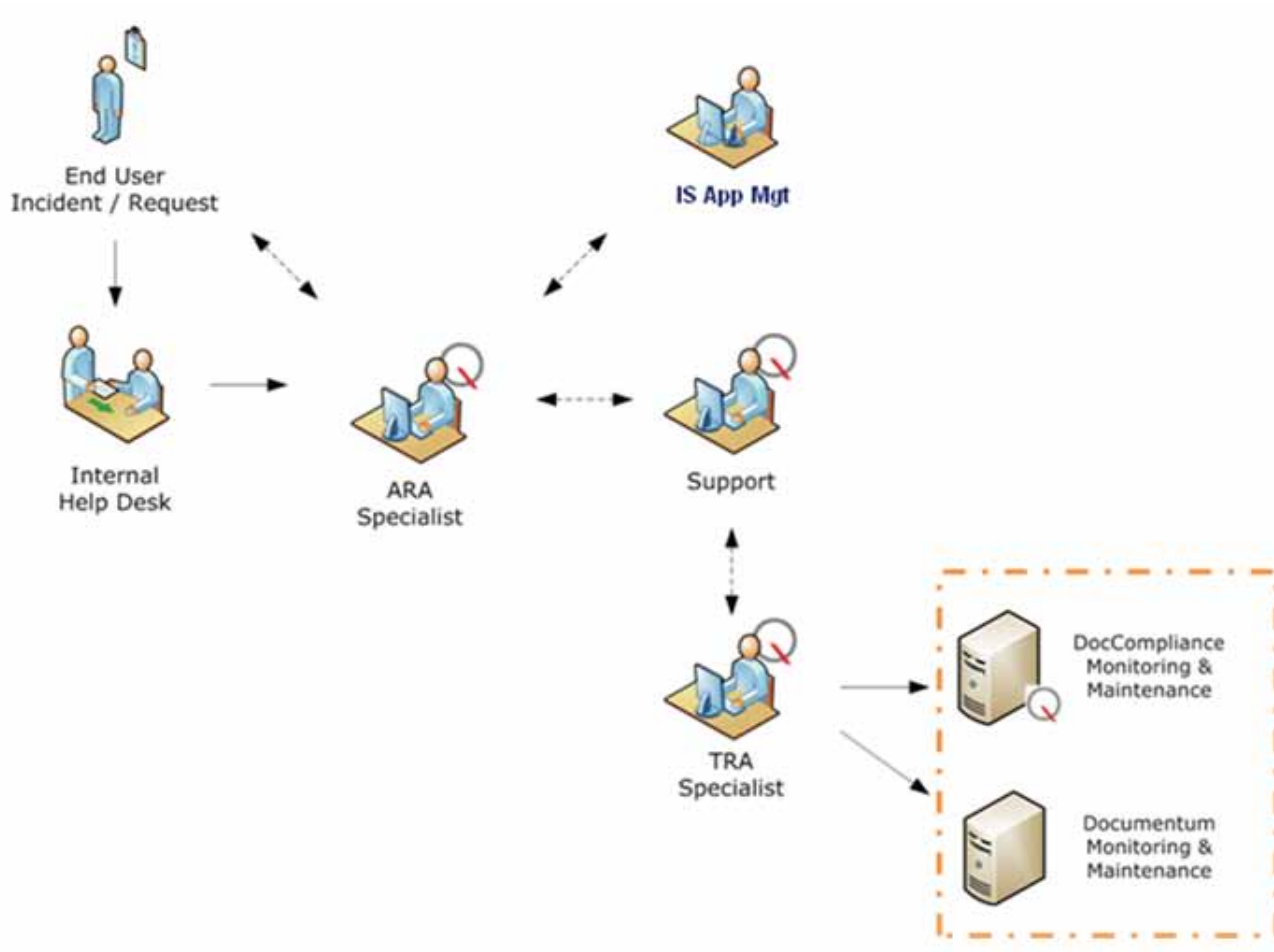
## **General Overview of the QRA Program**

The QRA program is supported by technical specialists at both the technical (TRA) and application (ARA) layers of your content management systems. The Lead Remote Assist technicians assigned to your account will be experienced and/or trained with the QUMAS Solutions in-line with those installed in your environment.

During the first week of the engagement, the primary TRA and ARA will meet with the your impacted team leads to conduct a formal Kick-Off meeting. At this meeting, the team will discuss the engagement in general, as well as the toolsets (e.g. queries, alert tools, weekly maintenance steps) available and protocols to support the accepted toolsets (i.e. QA Requirements).

Following QA/Change Management Requirements, agreed modifications, monitoring configuration, query implementations will be implemented in the supported environments (i.e. Validation, Production).

After the details are determined at the kick-off, the ARA Specialist(s) will provide centralized support for DocCompliance solutions at the application level. If applicable, your internal Help Desk will provide First Level Support to answer and triage initial end-user support calls. Calls that are determined to be related to the DocCompliance application will be routed to the designated ARA Specialist who provides Second Level Support. The ARA Specialist interfaces directly with your Stakeholders and QUMAS Support personnel, and provides centralized Incident Management and Application Configuration Management for the DocCompliance application(s) as depicted in the following diagram:



The ARA Specialist will track and update the status of each incident in the current Help Desk tracking system. When necessary, the ARA Specialist will notify QUMAS Support when the issue requires technical or TRA assistance and your local IT group when the issue requires on-site troubleshooting or is related to non-application specific environment components (such as the network).

**Key items that will be reviewed at the kick-off include:**

**Automated Alert Management**

All automated alerts (e.g. Render Queue backup, Log error) will include a TRA Alert email group at QUMAS. Everyone in this group will be alerted of the issue immediately. The primary technician will address the matter accordingly, including:

- Log into the offending server and gather data/troubleshoot/resolve the matter in alignment with Administration/Change Management protocols
- Contact QUMAS Support and/or Update QUMAS Support case as needed
- Contact the Primary customer Contact if required

**Weekly System Review Checklist**

The TRA and ARA Technicians will execute a routine checklist of standard maintenance procedures. The purpose of the review is to ensure that routine tasks are adhered to, problem areas (e.g. disk space, support case review, enhancement request status review) can be monitored and addressed early, as well as other important tasks required to ensure continuous, high-performance availability to end-users.

## ***Non-scheduled Issue Response and Support Escalation***

This occurs when a TRA Technician is alerted automatically, or if a standard support case is escalated to the TRA group, to address server-side support requirements. Designated TRA Group members will have Remote Access to QUMAS Application Servers. Therefore, if there are requirements to access the servers for any reason, such as gather error logs, clear a render queue, etc., there will be no need (in the majority of cases) to contact your Technical team for this reason.

## ***Incident Management***

Incident Management provides application-level support for general, end-user support and troubleshooting issues. Examples include end user issues with logging into the application and printing problems. Incident Management cases will originate with end-users contacting the customer Help Desk as First Level Support to answer and triage initial calls. Calls that are determined to be related to the DocCompliance application will be routed to the designated ARA Specialist who will provide the necessary Second Level Support. The ARA Specialist will troubleshoot and resolve the general issue by directly interacting with users, and/or QUMAS Support, as needed.

## ***Application Configuration Management***

Application Configuration Management provides support for implementing customer-approved Standard and Normal changes. Examples include adding new document types, adding new workflow types, managing user permissions, etc. Application Configuration Management cases will originate from the customer with the proper disposition necessary to implement the changes that have been formally reviewed and approved by personnel prior to implementation. The ARA Specialist will implement the configuration change.

The Program Manager will serve as your single point of contact and will ensure repeat tasks (e.g. Summary Reports, Quarterly Trending Reports) are prepared and delivered as agreed during the project kick-off. In addition, matters not addressed in a timely matter, 'one-off' issues that require escalation within QUMAS (e.g. support, development, management), and other communication requirements not typical to the RA Lead Roles and Responsibilities will be channeled and managed by the Program Manager.

Matters specific to daily operations tasks and deliverables will be directed by the Remote Assist technician's direct manager. Issues or concerns pertaining to the daily operations may be escalated to this level; such escalations will be coordinated by the Program Manager.

## ***Program Scope***

The 'QUMAS system' consists of all QUMAS delivered applications. This includes: Core Applications (i.e. DocCompliance, ProcessCompliance), QUMAS Service Applications (QRender, Auto-population), and QUMAS Supported 3rd Party Integrations (e.g. View Compare).

TRA Includes:

- 24/7/365 proactive application server monitoring
- Routine application server review of system log files for errors and warnings
- Routine application server maintenance of log files/temp files
- Customer alert of server/operating system issues
- All system components: application, render, autopop, etc (not including add-ons)
- Hotfix installation and IQ (optional add-on)



### ***Application Configuration Management will include:***

- New document types
- New numbering systems
- New document type templates
- New workflow types
- New print types
- Update ACS
- Picklist updates
- Print type management
- User permissions
- Add/removal of user access

### ***Out-of-Scope items will include:***

- Issues identified as hardware, operating system, or database issues not directly caused by QUMAS applications
- Patch/Software upgrades

## **Tasks Performed:**

- Initial on-site visit by RA Manager to review and agree to protocols, checklists, etc.
- Execute weekly 'RA Preventive Maintenance Checklist' (e.g. Review Error Logs, Clean Logs, etc.)
- Attend or participate in required security reviews

## **Deliverables**

- Automated Daily P1 report
- Automated Weekly/Monthly Support Case Report

## **Benefits**

- Minimize downtime and accelerate issue diagnosis
- Integrates with your existing desk side support and server hardware support program. Hence, little or no change to your existing SLA's or procedures
- Scheduled preventive maintenance and routine scanning for issues before they interrupt business
- FAST escalation and resolution of issues
- Establish and maintain efficient Call Triage & Support Case management practices for prompt escalation to the right resources
- Relieves burdens on your existing IT team, so they can focus on other critical applications and tasks
- Enable valuable senior resources to maintain focus and allocate valuable time and expertise to more business-appropriate tasks
- Establish and maintain both a routine and on-demand process for Application Administration

## **Remote Access**

In general, QUMAS Remote Assist will accommodate various remote access requirements to meet your specific business, availability, and security needs.

- VPN – (first choice) QUMAS will assign 1 or more RA Technicians to complete VPN access and QA/QC requirements. VPN enables our technicians to make swift assessments without requiring assistance from your team
- WebEx – QUMAS can access application servers via WebEx. However, WebEx sessions must be scheduled with your team and could delay issue diagnosis and resolution (NOTE – WebEx access is considered a 'service add-on')
- 24/7/365 Monitoring Tools – QUMAS will provide monitoring options ranging from custom SQL statements, QUMAS-provided monitoring applications, and/or can leverage your existing applications (e.g. Tivoli)

## **No Hagggle Pricing Model**

- Based on existing user counts as baseline (see below)
- Minimum 1-year contract required (first time 3 month-trial available)
- Additional pricing for the following add-ons:
  - View Compare
  - SDK Integrations
  - (Assessed) custom integrations
  - (Assessed) Custom reports
  - Additional Environments (i.e. Test, development)
  - Hotfix Management
  - WebEx
- Price model similar for ProcessCompliance

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## ***Frequently Asked Questions***

### ***What ‘tools sets/methods’ will be used?***

Microsoft Log Parser (Oracle and SQL Server), QUMAS Log File Analyzer, QServer Log Reader, QUMAS log analysis script for the notification of issue detection, VBScript scripted utilities (if required).

### ***What ‘routine maintenance’ tasks will be performed?***

Monitoring QUMAS services logs, QUMAS ELF logs, Windows Event Viewer for QUMAS specific entries, IIS logs, database logs, QUMAS server capacity to ensure disk, CPU and memory allocations are sufficient for user load, routine checks of render server(s) to ensure they can meet user demand in a timely manner.

### ***What is the process for installing a hotfix? Is downtime required?***

The type of update being installed will determine the amount of down-time required. An update for QUMAS DocCompliance, ProcessCompliance or MyQUMAS may require 4 hours down-time whereas an update for QUMAS Content Services, AdLib eXpress may require less, depending on the number of servers involved. Agreement can be reached with the customer to schedule QUMAS software updates for a time when system is least used (early morning or late at night) to minimize impact to the business.

### ***How many RA Technicians will require VPN access?***

2 – 1 Primary and 1 Secondary to ensure optimal response time.

### ***Will I be notified if an RA Technician is accessing my servers?***

Yes – The RA Technician will send an email notification to the assigned liaison. If there will be a potential outage or other disruption, the liaison will receive a direct phone call prior to the operation.

### ***How can I ensure that the RA team is following our SOP’s and SLA?***

A ‘kick-off’ meeting will be organized prior to the setup of any monitoring tools or other access to the program. All of your requirements, including SOP review, security policies, etc will be managed at this time.

## ***About QUMAS***

QUMAS is the leader in Regulatory Compliance Solutions with more than 250 customer deployments and over a decade of experience helping companies in highly regulated industries provide a proactive regulatory defense. QUMAS solutions for life sciences are designed to achieve compliance with industry and government standards for 21 CFR Part 11, cGxP, Quality, R&D, Regulatory Affairs and Clinical Operations.

***For more information visit: [www.qumas.com](http://www.qumas.com), email: [info@qumas.com](mailto:info@qumas.com)***



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