# Maintenance Plans

## DETAILS

At Re-inventa, we have the added advantage of having a team of highly skilled professionals that guarantee flexibility, availability, and a quick response times in our Business Operations Support Services (BOSS), which enables us to offer an optimum maintenance plan.

We offer multiple maintenance plans, so that we can meet the specific needs of each of our clients, as well as offer proactive or preventive, operational, corrective, and progressive maintenance.

- **Proactive or Preventive maintenance:** allows to anticipate and identify problems in advance. This includes alerting and monitoring tools. Some platforms offer in-built monitoring e.g. the Health Monitor by Altitude Software. For other systems, we offer a wide range of external monitoring tool e.g. Nagios.

- **Operational maintenance:** guarantees system performance. It is dedicated to day to day operations of your platform, as well as planned maintenance. Essential system checks or automatic testing procedures are good examples of such maintenance. In addition, it includes the maintenance of databases, as well as register and applications clean-up.

- **Corrective maintenance:** enables to identify, isolate, and rectify any of incidents. Once an issue occurs, it is then the maintenance operation that proceeds to find the root cause, isolate it, and subsequently rectify it. At Re-inventa we pride ourselves on our extensive knowledge of our platforms that allows us to provide fast incident resolution. Log tracing and its correct interpretation are an important part of this process.

- **Progressive maintenance:** is used to respond to changes made to the platform. Our development is designed to be scalable and configurable, however business needs will dictate new changes to the deployed systems. Re-inventa's maintenance services offer tailored development plans in order to adapt the systems to any of the clients' needs.

## MAIN FEATURES

- Fast and accurate incident responses.
- Anticipation and prevention of incidents.
- Cost reduction.
- Extensive experience and in-depth knowledge of platforms.
- Expert team.