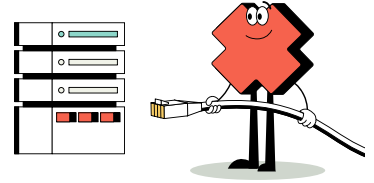


Service Description

Migration / Update



What is it about?

Support with migration to a current Intrexx version.

What's included?

Technical Test Update:

- A test system is set up.
- The test system is updated to the latest Intrexx version. Technical checks are performed, including troubleshooting identified in the log files.
- Specific adjustments are made as needed. These adjustments are extracted as an application export and imported into the production system, provided they are technically feasible.

Technical Testing Phase:

- Following the technical update, a thorough technical testing phase is essential. Intrexx Consulting can provide intensive support during this phase. We recommend testing for two weeks, documenting any errors, and having them resolved remotely by our consulting team during scheduled appointments.

Production Update:

- With thorough preparation from the preceding phases, the production update can be implemented efficiently. We recommend allocating at least one day for this.
 - The time and personnel required for the update will be coordinated with the client well in advance.
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What *advantages* do Intrexx experts offer?

- Experience gained from numerous migration support projects.
- Experience with complex and infrequent error messages.
- Rapid access to Intrexx's internal specialists for new error messages that cannot be resolved directly in the portal manager.
- Ensuring high quality standards in project execution.