



3Nexus Operation and Maintenance Services

Your Results.
Our Commitment.



3Nexus offers complete maintenance and support solutions to keep your system and database fully operational. Our preventive, corrective, and perfective maintenance for production-operating application and database ensure that your application and database issues are addressed in an efficient and timely manner. We have wide expertise in sustaining and rolling out different product lines that are currently running in production environment. Not only do we provide corrections or adjustments to your existing defects, our sustaining operation facilities also include development of new feature and add-on components for enhancement of your system. Working with us is a gratifying experience as you will have a well-oiled system that keeps your business running tirelessly. Our highly competent people have maintained multiple releases of commercial and federal enterprise systems in standalone server or clustered environment for millions of end users, and we pledge to do the same for you.

■ Preventive Maintenance

The preventive maintenance program of 3Nexus ensures that your application runs without any breakdowns and failures. Our clients have peace of mind knowing that their application and database thresholds are monitored and controlled 24/7 for better preservation and reliability by our dedicated engineers and database administrators. With our rigorous check list and reports by both light-weight and sophisticated monitor agents, your up time is ensured and enforced. Our preventive maintenance provides many benefits in the long run such as enhanced system reliability, decreased system downtime and safety from data loss.

■ Perfective Maintenance

Perfective maintenance includes enhancing functionality and making sure the systems can work with newer versions of client-side or server-side third party applications. With perfective maintenance you can improve the maintainability, performance or other attributes of your application to a great extent. The perfective maintenance program of 3Nexus includes various modifications, insertions, deletions, extensions and enhancements intended to make the application meet the evolving and/or expanding needs of the user. Together we can charter small or large projects for their functionality enhancement. We also release wiki, guideline, policy, and client side application matrix for your user communities.

■ Corrective Maintenance

3Nexus corrective maintenance program is designed to ensure that you do not lose much time and overall productivity when your system or database faces any problem. Our corrective maintenance involves testing, measuring and adjusting to correct a fault or defect. 3Nexus engineers can work with your technical support team to perform need analysis for understanding your customers' issues. Once we reproduce the issue on our test server or on the client's server, our engineers will implement utilities to correct inconsistent data, analyze root cause, and implement hot fixes, service packs, or application packs.

3Nexus Headquarters

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