



## HOSTING SPECS

### Field Solutions Framework:

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- Centralised
- Help Desk
- Application Management
- ISO 27001
- Program Management
- Infrastructure Management
- Security
- Services
- Datacenter Management
- End User Support

### Field Managed Application Service Offerings

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We offer an integrated helpdesk providing support in the following areas:

- Support for L1, L2 and L3
- Break-Fix Support
- How-tcalls (Functional Support)
- Security & Authorisation Profile Mgmt
- Functional & Technical Enhancements
- Batch Job-Monitoring & Resolution
- Performance Tuning
- Routine / Periodic Maintenance activities
- Change Management & Regression Testing
- Database Administration and Support
- Server Administration and Support
- Disaster Recovery and Business Continuity

### We also provide:

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- Incidence Management
- Preventive Maintenance
- Predictive Maintenance
- Adaptive Maintenance
- Release Management
- Knowledge Management

### Field Certifications

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Once considered only applicable to factories and production centres, the revised ISO9001:2008 Quality Management Systems (QMS) Standard now has widespread international acceptance as the quality benchmark for all types of organisations.

Field have been ISO9001 accredited for ensuring our processes, methodologies and procedures are continually being reviewed and improved.

Our Managed Application Service Team and associated physical hosting infrastructure has achieved the following levels of certification / partnerships:

- ISO27001
- DSD Highly Protected ASIT4
- VMware
- Microsoft Gold
- RedHat
- Oracle

LET US HELP YOU MOVE TO THE CLOUD

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