



MASTER CARE

The successful implementation of a leading-edge logistics solution is just the beginning

To give your organization the ability to think and act strategically, your critical systems must run day and night with increasing intelligence, better efficiency and without fail. You need industry-leading support services. You need Master Care.

Master Care is a comprehensive service that combines application support, a lifetime of free software updates for the application, database and runtime environments, and comprehensive managed services to monitor and actively manage every aspect of your installation.

Certainty of costs

Unless there is a significant change to your installation, the managed service is delivered for a fixed monthly fee regardless of the level of activity. You will get no surprises down the track when it's time to license and install the latest version of the TOS, the database or the runtime environment.

Competitive ownership cost

Our high levels of automation and economies of scale enable us to deliver a superior support solution at a lower cost than could be achieved with a mix of suppliers and in-house staff.

Cloud (Amazon) support

You have the option of using Amazon web services to host your installation, which can provide savings over traditional provisioning of computer servers.

Master Care features:

- Application support:
- 'How To' assistance
- Local region support staff
- 24x7 helpdesk and problem solving
- Software fixes and workarounds
- User suggestions for new functionality

Live Monitoring:

- Master Terminal application and interfaces
- Performance and capacity thresholds
- Operating system status and server health
- Process monitoring (backups, deployments)

Online active management:

- Application software and configuration
- Database software and database administration
- Runtime software environment
- Server operating systems
- Installation of software upgrades
- Security configuration management
- Maintenance
- Professional training
- Audit and optimization
- Capacity planning and infrastructure design
- Regular system backups and data verification

Software subscription

- Free lifetime subscription to new releases and service packs for Master Terminal application, database and runtime environment

Reduced risk for businesses

Our systems management offering is unique in the industry, giving you 'hands free' 24x7 professional management of your business critical solution. You get a more robust, secure and high performing processing environment, without the need to develop and maintain a large IT support structure.

Fewer suppliers, more accountability

One supplier responsible for the function, availability, and performance of your TOS solution means less management overhead, and less potential for problems.

Reliability

Irrespective of whether you operate 24x7, reliability is the single most important aspect of service in the logistics sector. Master Care delivers absolute reliability by ensuring the TOS software and server operating systems are up to date and well maintained, and by constantly monitoring server and application availability, capacity and performance.

Operating system hot fixes, application upgrades, or configuration changes can be applied to your system as frequently as business or technical demands require, at times that suit your business demands. And in the event that your staff need Priority A assistance, our experts are just a phone call away. With Master Care your business will grow the best of industry reputations.

Integrity

Your data is backed up, verified and secured both on and off-site in case of an unexpected event. Master Care can also maintain a mirrored standby (DR) site using database replication technology and proven operational processes. Your business is resilient and can continue to operate in the face of disruptions and unexpected events.

Security you can rely on

Hardened server configurations, up-to-the-minute virus protection, and sophisticated multi-zone firewall technology ensure your business' critical data is safe and secure at all times. Our experienced security administrators continuously appraise security vulnerabilities and appropriate responses.

Take technical advantage

The free software subscription and online active management ensure that your solution keeps up with advances in Master Terminal functionality and IT technology. You take advantage of price, performance, and functionality gains that help you to stay ahead of the competition.

Highly scalable environment

The managed service is a highly scalable environment with full support for server clustering, virtualization, high-availability application deployments, and hot-standby disaster recovery. We can deploy and manage new technologies and services to meet the changing needs of your business.

Expert architecture and resource planning
Automated sampling of resource usage, detailed monthly usage reports, and an annual comprehensive business-aware capacity planning exercise give you the performance and capacity data you need to plan future infrastructure investments to meet your changing business needs.

Be agile

Constant improvement and innovation secures your current position and maximizes future opportunities. You need a solution that gives you the continued business agility to keep pace with today's demanding and competitive business environment.

Our consulting service works collaboratively with your team to help develop business innovations and then define any system functionality required. The product maintenance and enhancement service delivers on those requirements. Our training team will ensure that new functionality is fully understood by your staff. Finally, the managed service ensures that the technical implementation is fast and risk free.

To read more about using mobile applications with Master Terminal, visit: navis.com



LEARN MORE AT WWW.NAVIS.COM/MASTERTERMINAL

Master Terminal (formally from Jade Logistics) is now proudly owned, developed and supported by Navis. Designed to handle all cargo types in one integrated system, Master Terminal by Navis is the world's leading terminal operating system (TOS) for mixed cargo ports.

Master Terminal by Navis is licensed at over 120 terminals worldwide, from vehicle terminals in Italy to steel terminals in North America. Implementation is the key to success, and our implementation record is second to none in the industry. Our proven and robust methodology, partnership approach, thorough training and unrivaled implementation timeframes deliver tangible results fast.