Client Services

David Engblom
QA Manager

VALSOFT

PCR
Professional Computing Resources

PCR•360™

Customer Support

| Portal: https://help.pcr.com (preferred) | Email: help@pcr.com | Phone: (616) 259-9242 | Forum: https://forums.pcr.com |

Tickets may be created via the portal, email, or by phone. We highly recommend using the portal to create the specific type of ticket you need i.e. bug, feature or upgrade request. Tickets created through the portal get to the appropriate person more quickly.
You can also search the wiki from the portal and find links to the forums, wiki and website from there.

Jira and Confluence

- Moved to new Jira portal in December 2023
  - Any feedback/requests?
- Moved to New Confluence/Wiki Feb 2024
  - Still working out issues with formatting
- AI Chat-Bots
  - Would this you find this useful?
  - Could add additional support out of normal hours

Please be patient with us on wiki formatting issues. The plug-in developers have been trying to fix bugs with the cloud version and we're still trying to fix broken images.

Help Desk Statistics

- SLA Success Rate

  97.2 %   **97.3 %**

  Time to first   Time to resolution
  response

- SLA Response Times

Time to First Response

Impact/Priority	Hours
Critical (Urgent)	30 min
High	2h
Low/Medium	8h

Time to Resolution

Impact/Priority	Hours
Critical (Urgent)	16h
High	40h
Low/Medium	96h
All remaining issues	96h

Created Vs Resolved

- Between October 2023 and September 2024
  - 1236 Created – 1316 Resolved
  - Bugs
    - 335 Bugs closed
    - 92 bugs on hold / in backlog
- Reminder
  - Please include full details of the issue and steps to reproduce

Red is created, green resolved

PCR-360 Support Dates

- Release notes and Support Dates are on the Wiki https://wiki360.pcr.com
  - ▫ Don't forget we do review and refreshes of each release!
- 2022.1.x (LTS) – Regular support ended Jun 17, 2024
- 2024.1.x – Supported until 2025.1 is released
- 2024.2.x (LTS) – 12 months
  - ▫ Currently Testing for release later this year
- All other versions are no longer supported

Upgrades & Maintenance

- PHP
  - 7.4 No longer supported (EOL 11/2022)
  - 8.1 supported until 12/2025
  - 8.3 Support coming to PCR-360 in 2024.2
- MySQL
  - 5.7 EOL 10/2023
  - 8.0 - Upgrade instructions are on the wiki
    - EOL for 8.0.x is April 2026
    - Support for MySQL 8.4 coming in 2025
- Customers on 2024.1 or later versions
  - Test: 63% - Prod 51%
  - Upgrade for the latest optimizations, features, bug fixes and security patches
- EOL = NO SECURITY PATCHES! Upgrade today!

MySQL can be upgraded in place.
We currently only support native authentication for MySQL 8.
EOL – NO new security updates!

Server OS Support

- Ubuntu
  - 20.04 - EOL April, 2025
  - 22.04 (preferred) – EOL April 2027
  - 24.04 – support coming soon –EOL 2029
- Red Hat 8 & 9
  - RHEL 7 EOL June 30, 2024
- Oracle Linux 8+
- CentOS End of Life – Upgrade!

Red Hat 8 and 9 should be supported well after 2029 based on current release cycle periods.

OCI Migration

- 48% of Hosted customers moved
- Increased performance (more resources)
- More control over firewalls & access
- Managed & Optimized Databases
- Additional Security and Penetration testing
- We're moving our own servers onto OCI
  - Single place to monitor systems
- Many Aspire (Valsoft) companies are using OCI

Looking at penetration testing options in addiction to what OCI performs.
Investigating WAF and other options to improve security. - **ModSecurity 2**
11 of 23 hosted customers on OCI

OCI Testamonials

"I think that there is something that is wrong. The response times for production seem to be much much faster than they used to be. I am not sure that we can work this way.

I mean when are we going to be able to go and get another cup of coffee now? 😊
To be honest, it seems to be running fine from my testing to this point. It is also much faster. Thanks again for getting this done!"

"The system seems to be working a lot better than the previous platform. Performance seems to be notably better and I haven't gotten any reports or bottlenecks or system hangs. Thanks for implementing this, it has made a notable difference."

"We've noticed significant improvements in performance, including:
- Faster load times
- Reports running more quickly
- Imports processing more efficiently
- The test system no longer slowing down the production system
- Overall, the transition to OCI has been very positive for us."

"Here's my feedback on the OCI server:
- migration was relatively easy for us
- performance and stability of the app improved by 90%
- the only minor glitch we encountered so far was the fact that Ubuntu is installed in "minimal" mode and I was unable to successfully run the *unminimize* command. Also, when we log in (rather seldomly we notice that some updates are pending installation)"
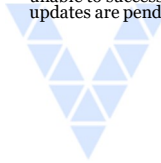
Professional Services

- Report Writing
- AdHoc Grid Reports
- Custom Logic, Custom Events, Custom API
- Integrations – Service Now, TeamDynamix, Workday, etc.
- Server Maintenance (non-hosted/licensed)
  - OS Upgrades & Migrations
  - Database refreshes, backups, upgrades
- Additional Training
  - Training for new Staff
  - Refreshers on implementation trainings etc.
- Data Cleanup/Corrections

Data cleanup not related to a bug, or data cleanup cause from a bug that's been fixed for awhile.

Q & A

- Questions, Requests, or Comments?
- My email: David.Engblom@pcr.com

Portal:
https://help.pcr.com
(preferred)

Email: help@pcr.com

Phone: (616) 259-9242

Forum:
https://forums.pcr.com