ABS

Agro Business Solutions

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ABS Service desk

The ABS Service Desk is the support center for all our customers and is 24*7 available to book calls.

The Service Desk is staffed during business hours in the Netherlands. The helpdesk staff is at its turn supported by our specialists. Your account manager will maintain in contact on your calls in general.

With a login to the ABS Service Desk, ABS application managers and key users can book calls in the Service Desk. Your call is immediately picked up by our helpdesk staff when it comes in. This way of working provides a complete track and trace of your issues and makes sure all calls are answered. Though ABS users may prefer phone calls or direct e-mails, the registration of a call in the Service Desk provides a better follow up by our whole staff than a phone-call to one.

Customers can book calls and give them a priority like: Emergency, High, Normal or Low. We manage our response times based on your priority level and will respond accordingly. We advise, give a workaround or suggest a change in the software, so you can continue your daily operations. All communication is booked as "events" in the call, so we and the customer can keep track on the progress of all calls booked. If needed we initiate directly from the Service Desk call a "system request" for a change in the software. We also use the ABS Service Desk for our internal communications on the same issue.

Next to the calls it is possible to book a "request for change". These RFC's are collected and internally changed to a system request. With this system request we make the necessary changes to ABS. All requests are collected and added to a new version of the software or a patch. New versions are delivered with release notes, which are also available in the Service Desk. An upgrade to a new version can also be requested in the Service Desk with a "request for upgrade". On the RFC and RFU we can also register all communications.

All calls can be valued by the customer when the customer closes the call. You can express your satisfaction of the answers and solutions given by a rating from 1 to 5. The overall average rating is currently above 4 out of the maximum 5.

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Contact & Info

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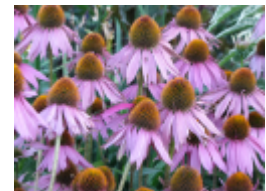
Tell a friend

ABS runs in a Partner Hosted Private Cloud at East-West Seed

Vegetable seed company [East-West Seed](#) (EWS) recently placed their ABS servers in a datacenter outside the company. This puts the ABS installation in a "private cloud", making it accessible from anywhere at any time. Maintenance of the servers is still the responsibility of the ICT department of EWS, but the servers are hosted in a secure and professionally run datacenter.
The datacenter is owned by a 3rd party, which also provides the firewall. The EWS IT staff can physically enter the datacenter for maintenance, though this is rarely needed. Instead, they use a remote desktop connection to perform administrative and maintenance tasks. The access to the ABS application for the users is provided by Citrix XenApp. VPN links are set-up between the datacenter and all EWS offices to ensure the connections are private.

The speed of the ABS application is good and the same or better than before, when ABS was placed on the servers in the EWS headquarters. East-West Seed has operations in multiple countries in Southeast Asia and is the market leader for tropical vegetable seeds.

ABS implemented in Novisem

[Novisem](#) is an ambitious Dutch enterprise active in (mostly) selecting and trading of celeriac, chicory, broad beans and other (vegetable) crops. The headquarters of Novisem are in Baarlo (the Netherlands). From here breeding, production and trade of seeds is organized. Novisem trades their varieties basically targeting on the entire world.

After meeting on the ASTA vegetable and flower conference in Monterey in January of this year, we signed for the implementation of the ABS Small Business solution (ABS SB) at Novisem and their subsidiaries. The implementation started in August. Today in December we can state that ABS is used in Novisem to support their business and the foundation for their IT is in place.

To underline the cooperation between both companies Novisem recently signed up for our ABS Breeding solution.

In the near future an integration between ABS SB and ABS breeding will be realized.

New off-line app for observations linked to ABS Breeding

ABS Breeding (formerly known as Seedbase) is the solution for our customers for the creation of new varieties. With our brand new off-line observations App you can do the observations of your tests and trials without a mobile internet connection. Activities you do at remote locations or greenhouses without WiFi are now easily connected into your breeding activities. This beta version is now tested.

The off-line observations App is operational for devices on Android, iOS (Apple) and Windows Phone on a tablet as well as a smart or iPhone. Historic information of the last former test is one click away. Your photo's can be taken directly operated by this App and are connected to the observation. The App works with slim data sets securing a quick up- and download.

In ABS Breeding you can create your own specific observation test types. These test types can be connected to your plants. The App will download these (and each next new test) onto your device and make the relevant test types available for your trials. You can do multiple test on the same plant, do the same test plant-after-plant and switch easily to your next task.

Afterwards while under cover of mobile internet you can upload your tests to ABS Breeding with one click and download any new trials for tomorrow.

The implementation of the App is organized by using a hyperlink from an e-mail. The operational use of the App is very simple and the training will take about 15 minutes per user.

| Number | 1 | Date | 2014-11-25 | Layout | 54289 | Field | 2107 | Crop | Apple | Side | 1 | Row | 2 |

Select Test Type:

○ Tree test ● Fruit Visual ○ Fruit Taste ○ Basic ○ Ruiter test ○ PM info ○ GK germplasms ○ Production test

Attractivity: ○ very ugly ○ ugly ○ normal ● pretty ○ beautiful

Color Main: ● Red ○ Green ○ Yellow ○ Orange ○ Blue ○ Purple ○ Pink ○ White

Color Pattern: ○ 1/4 ○ 1/3 ○ 1/2 ● Striped ○ Spots

Color Secondary: ○ Red ○ Yellow ● Green ○ Orange ○ Purple ○ Pink ○ White ○ Blue

Density: 3

Fruit Shape: ○ round ○ ellipse ● oval

Remarks Fruit: oval

Size: ○ 1 ○ 2 ○ 3 ● 4 ○ 5

Weight: 4

Save   Next   Cancel

| Layouts | Tests | Upload | Settings |

Above a screenshot of an Observation test on Fruit displaying the way to enter observation data