



- Centralized international service desk
- Guaranteed service level
- Extended remote support
- Reduced workload for in-house IT
- Support for customized software solutions



## // FNT ValuePack Support Plus

Supplementary Support Package Offering Reduced IT Workloads and Smoother Operation of FNT Software Environment

FNT Command and FNT ServicePlanet are software products that provide business-critical information for use in infrastructure management and the efficient delivery of business services in IT, telecommunications, and data center environments. In the event of a fault, the information required to restore normal service is often not documented within the organization or is inaccessible due to user permission restrictions. And if the standard software has been customized in any way, this can make it even more difficult to resolve the issue quickly in-house.

FNT ValuePack Support Plus offers a range of additional services that complement the standard service contract to ensure the best possible support during deployment and use of FNT software products. In the event of a fault, FNT experts provide the advice and support required to identify and resolve the issue as quickly as possible. The wide-ranging support package ensures full availability of all features in FNT Command and FNT ServicePlanet and assists the customer's IT staff with smooth operation of the software environment.



Fig. 1: The proven Fast-Track-to-Value methodology

Using the proven Fast-Track-to-Value methodology, all error messages, user queries, and service orders are received by an international service desk, where they are processed via a standardized procedure based on urgency and impact. This reliable process model ensures quality results every time.

### International Service Desk

Our international service desk is a central point of contact for all queries and technical issues. Expert support is available in English and German by phone, e-mail, or online form. All queries are logged centrally, prioritized, and processed as quickly as

possible based on previously defined service level agreements. The service desk uses a three-tier support model with specialist staff available for complex technical issues. This ensures that all queries are resolved as quickly and competently as possible. Users can track the progress and status of their queries at all times.

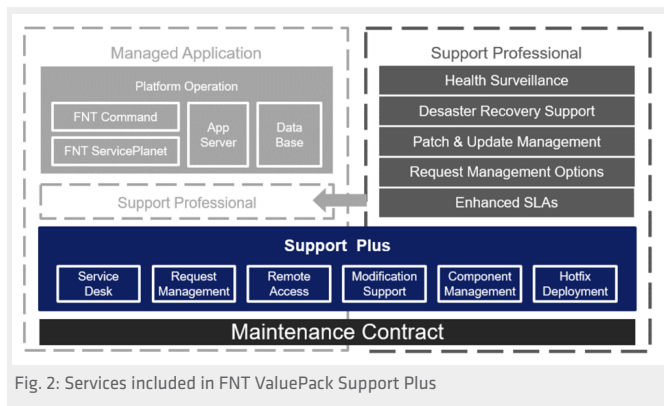


Fig. 2: Services included in FNT ValuePack Support Plus

### Request Management & Fulfillment

In addition to technical advice and fault resolution, FNT ValuePack Support Plus entitles users to special assistance with application management requests. By assisting users with routine tasks, e.g., creating new user accounts or transferring new components from the CI library, Support Plus reduces the workload of in-house IT departments. Support requests can be generated quickly and easily using standard forms that are submitted by e-mail or via the web. Each request is promptly fulfilled by FNT experts in accordance with the respective service level agreement.

### Accelerated Deployment of New Components

The CI library contains more than 50,000 standard components and is continuously updated with master data for new IT products. If a required component is not available in the library, it is possible to request creation of a new standard component under the terms of the service contract. With Support Plus, that process can be accelerated, greatly reducing the waiting times for new components. To make this process as easy as possible, the new standard components are immediately transferred to the user's software environment. This cuts waiting times to a minimum and enables prompt documentation of changes in the user's infrastructure.

### Remote Support

Since the effects of a system fault can be very expensive, the ability to resolve issues quickly is a valuable business resource. Remote Support, included as part of the service, significantly reduces the time lag between fault analysis and resolution. In the event of a fault, the experts at FNT can access the affected systems directly and begin analyzing the issue immediately. It is no longer necessary to exchange and track log files and fault descriptions, thereby saving valuable time. All repairs and modifications are carried out directly within the customer's environment, ensuring the fastest possible resolution.

### Hotfix Deployment

In some situations, the only way to resolve a fault is to modify the software. With FNT ValuePack Support Plus, this modification – or “hotfix” – is installed in a timely manner directly on the customer's system by support service staff. The hotfix is first validated in a test environment before being applied to the productive system. This service is integrated into FNT's support organization, creating a fast feedback loop between support and software development. The result: faster deployment of hotfixes and more efficient fault resolution.

### Customizing Support

The ability to customize the standard software packages enables easier integration with other systems and better support for business processes. However, these functional modifications are not covered by the service contract and are subject to additional costs. Support Plus provides expert assistance with specific queries or technical issues relating to all customer-specific modifications, including interfaces, modules, workflows, and other customizations. This ensures full support for all customer-specific system extensions.

### Service Reporting and Review

For maximum transparency, the Support Plus services are documented in regular and detailed reports. Monthly reporting includes a statistical analysis of the quantity, priority, and nature of requests received by the service desk and the service levels achieved. These reports are complemented by service review meetings, in which service performance and quality are examined and discussed in detail with the customer to ensure complete satisfaction with the service and to identify any scope for improvement.