FNT

- Holistic operation of FNT Software Products
- Guaranteed availability
- Modular service elements fitting your individual need
- FNT hosting option available

ValuePack

// FNT ValuePack Managed Application

Professional operation of your FNT Software Systems you can rely on.

Service Level guaranteed.

Management and documentation of a growing number of parallel running IT-processes is close to impossible without professional tools. FNT's standard software FNT Command and FNT ServicePlanet, with their unique features and integrations, play a crucial role in bridging this gap. Thus they evolve to be business critical systems in many enterprises, leading to an increased demand on operating those systems to ensure system availability and fast support in case of any incident. We address this demand with tailored Support and Managed Application Services.

ANALYZE   SCOPE   DESIGN   PREPARE   IMPLEMENT   GO LIVE   **OPERATE**

Fig. 1: The standardized service „Managed Application" is part of the established and proven methodology „Fast-Track-to-Value"

The FNT ValuePack Managed Applications ensures an efficient and stable operation of your FNT Software systems, either inhouse or hosted by FNT, providing a service level based system

availability according to your individual requirements. The flexibile and modular service building blocks can be configured individually to support different operation models, fulfill individual service requirements and combine those service elements required to create the maximum benefit for your organisation. System availability, reaction and solution times, service hours etc. can be configured and adjusted, depending on your current and future requirements, thus our services scale easily with your changing demands.

Selecting the FNT ValuePack Managed Application you can leverage the many years of expertise from FNT and save investments for establishing required knowledge within your own organisation. In addition you can unburden your internal resources and focus on your core business. The individual configurable service is structured in three main buidling blocks:

- Operation of FNT Command and FNT ServicePlanet application with guaranteed Service Level for system availability (Platform Operation).
- Supplemental operating the application platform operation of the database and the required application server

can be added (Database and Application Server Operation options).

- Finally the provisioning of the required infrastructure can be moved to FNT datacenters including hardware, operating system and network access chosing the Hosting option (Hosting).

To complete this two different Service Levels are available to select from: Plus and Professional. Chose according to your need the required Service Levels for availability, service hours, reaction and resultion times and combine it with the major building blocks above. In addition both characteristics do provide multiple service elements to extend the level of operation and service as required.
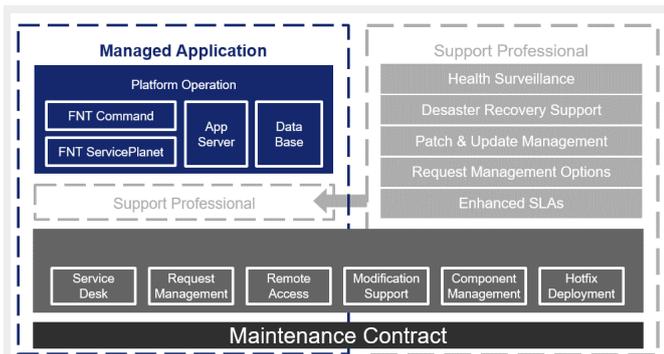

Fig. 2: Overview of options of multiple service elements

Efficient Handover of Operation

Starting with a well-defined service initialization we ensure an efficient and frictionless operation of your FNT systems. Within this first step of the FNT ValuePack we ensure all technical and processual requirements are fulfilled to take over operation. The result is an aligned and agreed operation manual based on our best-practices. This will be put on the acid test in a pilot operation phase, in which we will pilot the operation and all required processes under productive conditions. Any outcomes and findings will be evaluated and reflected in amending the operation manual. The fine-tuned result will be accepted by both parties and provides the basis for the productive operation of the defined systems, reflecting individual conditions and requirements.

Application Operation

Completing the handover and by declaring to be ready-for-operation, all required prerequisite to ensure a service level based operation are set. A stable operation is ensured by performing multiple pro-active activities like performing our reqular Health-Surveillance, an active monitoring of established interfaces, performing a promptly patch management process and checking essential vital-parameters of our FNT Software products, to ensure proper operations. Combining those activities we identify potential issues before they beccome a problem. In case something unexpected happens, our integrated support services ensure a fast reaction.

Option Database Operation

The optional selectable service building block „Database Operation" unburdens your organization operating of the underlying databases (Oracle) for FNT products. We ensure a stable and proper operation of the database system as foundation for our software. This includes a regular health check of essential system parameters, regular patch management of the database system as well as our integrated support services.

Option Application Server Operation

Comparable to the database operation, the optional service element "Application Server Operation" moves the operation of the underlying Application Server (Apache Tomcat) to the experts from FNT. The service comprises the same elements like Health Surveillance, Patch Management and Support Services. Combining all three service blocks, Application Operation, Database Operation and Application Operation , you have a one-stop service provider, operating all required components required to ensure stable FNT Software systems.

Integrated Support Services

The FNT ValuePack Managed Application includes our professional support services. Depending on your selected model, Plus or Professional, different service levels apply and ensures any problem is handled with the right priority and solved within time. In addition, our service request catalogue comprises essential and often required routine changes like account creation, password reset, CI Component request and management, report creation and many more. With our easy to use Service Desk Portal we provide a convenient way to request support and keep track of any progress.

Transparency

Transparency and continuous improvement are key to high quality services and customer satisfaction. Thus we ensure you are always able to keep track of our services provided, service levels achieved and any findings recognized. A comprehensive reporting for each service period will provide at-a-glance with all required information. Regular service review meetings ensure our figures are compared with your service perception and if required, corrective actions are setup to optimize our services.