



// when transparency matters.

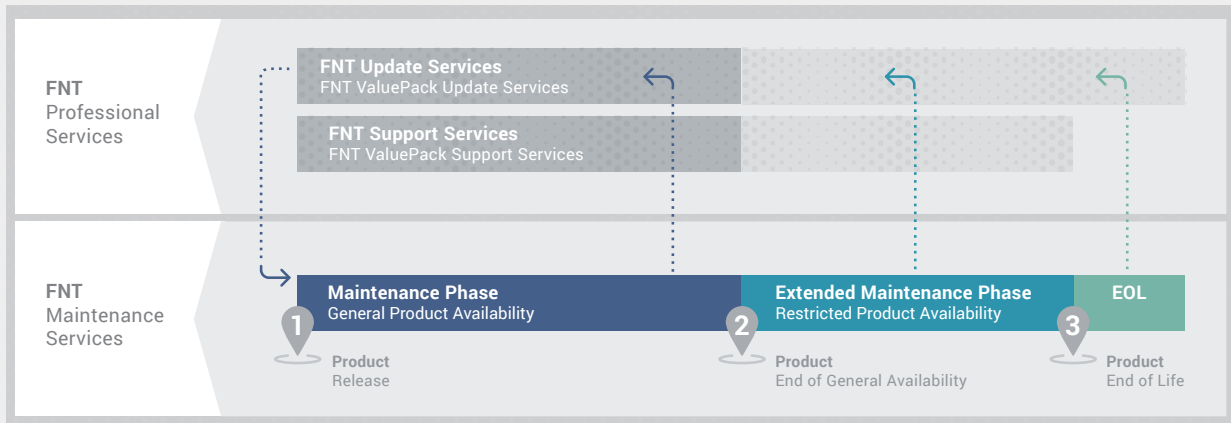
FNT Product Lifecycle Services

The Perfect Blend of Maintenance and
Support Services for FNT Software Products



ValuePack

Structured Lifecycle for FNT software products



Many organizations rely on sophisticated and mission-critical software systems for management and deployment of their IT and telecommunications solutions. Technological advances and changing market conditions place additional demands on these systems that can only be met through continuous product development.

This requires a structured lifecycle for software products that enables easy rollout of new innovations and product versions to maximize system availability and accelerate fault resolution.

Lifecycle of FNT Software Products

FNT Product Lifecycle Services address these diverse requirements by providing tailored maintenance and support at every stage in the life of each FNT product. This ensures a reliable basis for planning future product updates, aided by a transparent end-of-life (EOL) policy. The product lifecycle consists of three phases:

- **General Product Availability**
During the Maintenance phase, we provide comprehensive support for your FNT software product. To ensure optimum software performance and to remain within this phase, we recommend regular updates with the latest product releases.
- **Restricted Product Availability**
With our extended maintenance contract, we offer a continuation of our support services during the Extended Maintenance phase. This gives you the freedom you need to include future upgrades in your IT strategy planning.

■ End of Life

All maintenance and support services will be discontinued at this point. To resume these services, you must upgrade to the latest version of your FNT software product.

The Maintenance Contract Is the Basis for Innovation & Stability

The first part of the lifecycle of each FNT software product consists of the various services provided during the “Maintenance” and “Extended Maintenance” phases. Throughout this period, you will receive free access to all software updates, including new versions.

In addition, you can draw from our extensive component library, which currently includes over 50,000 CI components. You can also ask us to create special or unlisted CI components, free of charge, through our service desk. Active customer support is available from our international service desk via e-mail or our easy-to-use customer portal. Details of the services included in the maintenance contract for the “Maintenance” and “Extended Maintenance” phases are listed in the table (right).



Services

Service Option	Maintenance	Extended Maintenance	Description
Support Channel	Web portal E-mail	Web portal E-mail	The FNT support portal is available at all times and is the ideal contact method.
Service Time	Mon-Fri 8:00-17:00	Mon-Fri 8:00-17:00	Our specialist support staff will respond to your requests quickly and effectively during the times stated.
Support Scope			
- Incidents	✓	✓	You will receive support for all product-related faults as well as assistance in using the software.
- Product Assistance	✓	-	
FNT CI Library			
- Access	✓	✓	Use our existing CI Library and/or request new components to ensure your system documentation is always up to date.
- Request Components	✓	-	
Updates & Releases	✓	✓	Full access to all software updates and releases.
Patches & Hotfixes	✓	✓	As part of our maintenance service, you have access to all available patches, including custom fixes for specific issues.
Product Compatibility	✓	-	For products within the GPA phase, we will check compatibility with third-party products during general updates

// More Support for Your Installation

FNT ValuePacks support your operational teams and offer the ideal complement to FNT maintenance services

FNT products are often mission-critical elements in our clients' IT systems. Consequently, our clients require the very highest standards of stability, availability, and fault resolution. To meet these needs, we have created special support services that build on and complement our maintenance offerings and can be tailored to your individual requirements.

FNT Support Services

The FNT ValuePacks Support Plus and Professional provide fast and expert operational support for FNT software as a complement to our maintenance contract. You can choose from a wide range of service options to create a tailored package that is perfect for your needs.

FNT support services include guaranteed response and resolution times in the event of a fault, implementation of service requests, support with customization of your software installation, and help with proactive monitoring of your system environment. As well as optimizing your use of FNT software, this reduces the demand on your own resources.

FNT Update Services

Using the latest product versions has many advantages and enables your organization to benefit immediately from the latest innovations from FNT. Continuous updates for your FNT products ensure maximum stability, enhanced security, and optimal support. FNT ValuePack Update Services combines FNT expertise and our proven best practices to ensure smooth deployment of all product updates as well as maximum acceptance of each new version among your end users.

After analyzing your installation, our update specialists will create a tailored concept that includes custom modifications as well as a rollback option. We will also create a multi-level QA concept that caters to your specific requirements. The QA package includes update training, which efficiently communicates the latest system changes that are relevant to your users and their roles.

FNT GmbH

Röhlinger Strasse 11 // 73479 Ellwangen // Germany // Phone +49 7961 9039-0 // Fax +49 7961 9039-439 // info@fntsoftware.com // www.fntsoftware.com

© 2017 FNT GmbH. All rights reserved.

All texts, images, and other works published in this document are subject to the copyright protection of FNT GmbH, Ellwangen, Germany, unless indicated otherwise. Any duplication, distribution, storage, transfer, transmission, reproduction, or sharing of this content without the written permission of FNT GmbH is prohibited. Information contained in this publication may be modified without prior notification. Decorative images: fotolia, istockphoto, and shutterstock.