



- Priority support in the event of a fault
- Extended service request catalog
- Active monitoring of system health
- Accelerated system recovery



## // FNT ValuePack Support Professional

Comprehensive Expansion Pack Offering High-Quality Support  
for Your Business-Critical Software Environment

Many business processes are heavily dependent on the availability and reliability of IT services. With increasing integration of heterogeneous systems, the need for fault-free operation and total system availability becomes more and more critical since any system failure can have a major impact on mission-critical processes. The solution to this problem is fast and effective support that covers all areas and ensures fault-free operation of your FNT software installation.

FNT ValuePack Support Professional offers precisely this level of efficient, high-quality support. A wide-reaching addition to your standard maintenance contract, it includes all the extra services you need to ensure continuous operation of your mission-critical FNT environment. The enhanced service level agreements (SLAs) guarantee priority handling of your support and service requests as well as shorter wait times for resolution. The package not only offers a much wider range of services than the standard contract, it also gives you an unlimited number of service requests across many areas. Another added benefit is active monitoring of the vital parameters of your installation.

This enables early detection of emerging issues before they develop into serious faults. And if a failure does occur, you can be assured of expert support from FNT and rapid recovery of the affected system.



Fig. 1: FNT ValuePack Support Professional is part of our Fast-Track-to-Value methodology

FNT ValuePack Support Professional consists of multiple modular components, ensuring maximum flexibility for the widest possible range of needs. You can select your own set of services as a tailored solution that fits seamlessly into your IT support architecture. The result is a service that is perfectly matched to your organization with regard to both scope and quality.

### Supplementing Your Existing Support

This FNT ValuePack is based on our Support Plus service and includes several key features:

- International service desk with guaranteed SLAs, including remote support
- Management and fulfillment of standard requests for support with IT operations, including accelerated creation of components and transfer to the system
- Support for all customized features
- Provision and installation of hotfixes
- Remote support for faster fault resolution

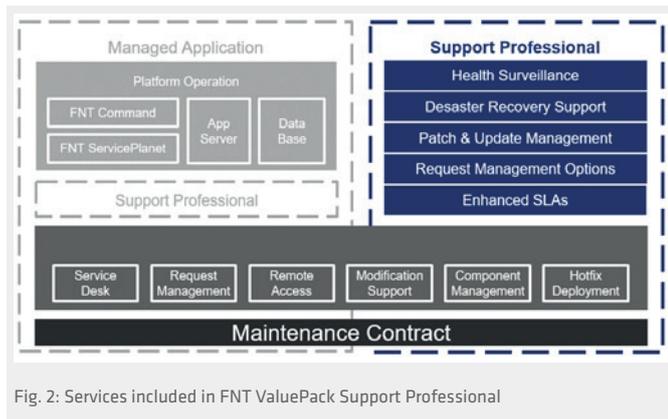


Fig. 2: Services included in FNT ValuePack Support Professional

### Priority Service Requests

With FNT ValuePack Support Professional, all your fault reports and service requests are given priority and receive preferential treatment. Not only will you benefit from the full capability of our support organization, that excellence is also guaranteed thanks to clearly defined SLAs. Since the maximum number of service requests is unlimited in many areas, there are no additional costs for that support.

### Service Request Catalog

Whenever you submit a service request, we will add it to your personal service request catalog. This document covers various aspects of user management as well as services in the areas of asset reporting, data import/management, and the creation of customized components. By then analyzing the services provided to you, we can find long-term solutions to recurring issues and optimize our support.

### Patch Release & Update Management

There are many advantages to updating software on a regular basis. In addition to eliminating minor bugs and delivering new features sooner, regular updates can play an important role in maximizing security. They can also help to bring down the cost and risk of migration. For all these reasons, this FNT ValuePack includes continuous updates for your FNT software within a specified maintenance period.

### Health Surveillance

Our optional health surveillance service enables active monitoring of the vital parameters of your FNT software system.

This makes it possible to identify potential issues before they result in a system failure. The service itself combines regular checking of key system parameters with proactive analysis of the log files from all FNT applications. If an issue is detected, corrective action is automatically initiated.

This proactive approach is particularly beneficial when it comes to data exchange interfaces. You can therefore include monitoring of interface functionality as an option in your health surveillance package to ensure fault-free communication between systems.

### Efficient Integration of Support Service

Before we integrate our support service with your existing operational processes, we conduct a preliminary workshop with you to lay the required foundations. During the initiation phase, we jointly agree on the various aspects of our collaboration and create a specially tailored best-practice support manual for your organization. As part of this process, we consider your existing roles and processes as they relate to service delivery and address the various technologies and other infrastructure currently used in your organization.

### Service Reporting

Transparency and continuous improvement are key requirements for delivering high-quality services. You will therefore receive detailed reports at regular intervals and for each service period. Each report includes your service level status as well as details of all service desk activities, the quality of our service, plus any other special incidents or information. We will also discuss our performance with you in regular service review meetings in order to identify areas where expectations have not been met and the service needs to be adapted accordingly.