



- Proven methodology for fast system updates
- Smooth transfer of your data
- Customized training for maximum user acceptance



// FNT ValuePack Update Services

Keep Pace with Technology Development and Benefit from the Innovative New Features in FNT Command 10

Global digitization is leading to fundamental changes in the use of intelligent technologies and the need to keep up with a host of new developments. As systems become more complex, it is increasingly important in IT, telecommunications, and data center management that comprehensive information is available on demand. The intelligent new features in FNT Command 10 enable you to meet the challenges of digital transformation both now and in the future.

When you update your current version of FNT Command, you reap the benefits of this expanded functionality throughout the organization. FNT ValuePack Update Services combines a structured path with a well-designed service concept. Adapting our extensive experience to your specific circumstances, we update your existing FNT Command installation to the latest product version.



Fig. 1: Phases in the update process with FNT ValuePack Update Services

Benefits:

- Tried and tested methodology
- Fast and seamless transfer of production data during in-place update process
- Accommodation of your specific circumstances and any custom features in your installation

- Multi-stage methodology with optional test and integration environments for reliable update of production system
- Dedicated staff training to facilitate transition to and acceptance of the new system
- Additional support services immediately after update for rapid and prioritized resolution of any potential issues

FNT ValuePack Update Services for FNT Command 10 is available in a choice of two variants to match your specific requirements:

- **Standard**
The ideal package if you have a standard installation of FNT Command. Your in-place update package is available immediately and can be deployed to your production system with an optional two-stage validation process.
- **Individual**
Choose this variant if your FNT Command installation has already been modified with optional interfaces and/or other customized features. We analyze your system and determine which of your custom features can be incorporated into the new standard version. We also take account of your existing interfaces. To do this, we consult with you to create and implement a specially customized update procedure.

Whichever variant you choose, the update process is based on our proven Fast-Track-to-Value methodology.

Increasing the Standardization of Your Solution

FNT Command gains new features and configuration options with each new release. As the standard functionality grows, it is possible to reduce some or all of the custom features in your existing FNT Command installation and implement them via the standard functionality set. By increasing the standardization of your installation in this way you can:

- Significantly reduce the complexity of future updates
- Simplify the maintenance, optimization, and expansion of functionality as part of the product development cycle
- Reduce your reliance on costly customization

During the update concept stage (part of the Individual variant), we will conduct a full analysis of your existing FNT Command installation and identify the potential for increasing the level of standardization. We will also determine the best way of incorporating your non-standardized custom features into the new version. The result of this stage is an update concept that is tailored to your specific needs.

Multi-Stage Validation

For many companies, FNT Command is a mission-critical resource. Hence the importance of not only planning all changes before implementing the update, but also of validating the installation by way of comprehensive quality checks. With this in mind, we have developed our own multi-stage validation process. Depending on your chosen variant, we perform up to four quality checks on the update before we transfer it to your production system. In addition to the internal tests we run when preparing your update package, we can perform multi-stage validations using test and integration systems. Here again, you specify which checks you need based on your individual requirements in terms of system security and update speed.

Post-Update Assistance

After completion and acceptance of the update, we will continue to provide you with expert technical support. In the unlikely event of a fault in the weeks immediately after the update, our service desk and update team will respond promptly to help you resolve the issue.

Update Training Concept

Whenever a new software version is deployed, users have to adapt to the new interface and features. Our update training module is a highly effective way of smoothing the transition for your staff. The specially tailored training focuses on the new functionality in FNT Command 10 in conjunction with your specific customizations. The results:

- Seamless transition to the new version of FNT Command
- Increased productivity through use of new functionality in daily tasks
- Maximum user acceptance due to elimination of potentially negative user experiences

Training is delivered as an integral part of the update process. This ensures that users receive the knowledge they need at precisely the right time as they transition to the new version.