Support for customized
software solutions

Reduced workload for in-house IT

Centralized international service desk

Extended remote support

Guaranteed service level

FNT ValuePack Support

Valuable support supplements for the smooth operation of the FNT 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 even 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. The need for support services is heightened if the standard software has been customized in any way, as customizations can make it even more difficult to resolve issues quickly in-house.

To ensure smooth and efficient operation of FNT's software products, additional services are combined with To ensure smooth and efficient operation of FNT's software

products, FNT ValuePack Support supplements the existing maintenance contract with additional services. A wide-reaching addition to your standard maintenance contract, it includes all the extra services you need to ensure continuous operation of your FNT environment. Your maintenance contract can be integrated directly into the FNT ValuePack Support if desired.

As part of the proven "Fast-Track-to-Value" methodology the fault reports, user questions and service orders are recorded by an internationally available service desk and processed according to a standardized procedure for their urgency and impact. processed. Thanks to the reliable process model the customer can rely on the delivery of a

quality-assured result.

ANALYSE ⟩ SCOPE ⟩ DESIGN ⟩ **PREPARE** ⟩ IMPLEMENT ⟩ GO LIVE ⟩ OPERATE

Scope of services FNT ValuePack Support

	ValuePack Support Plus	ValuePack Support Professional
Enhanced Support Plus SLAs	✓	−
Enhanced Support Pro SLAs	−	✓
Creation of customer-specific CI components	−	✓
Accelerated creation of CI components	✓	✓
Int. Service Desk	✓	✓
Remote Support	✓	✓
Service Reporting	✓	✓

Services included in FNT ValuePack Support Plus | Professional

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.

ACCELERATED CREATION OF CI COMPONENTS

The CI library contains more than 75.000 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. 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.

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.

HIGHLIGHTS OF FNT VALUEPACK SUPPORT PROFESSIONAL

The FNT ValuePack Support Professional also includes the following exclusive benefits:

Customer-specific CI component creation
With FNT ValuePack Support, you speed up the process of creating new standard components, resulting in a massive reduction in your waiting time. In addition to the creation of standard components, which are included in the standard CI component library, the FNT ValuePack Support Professional service level also includes the creation of customer-specific components (custom components).

Service Level Agreements
Incoming messages are prioritized by the FNT International Service Desk according to their urgency and impact within the client's environment according to the criteria below. Further, reaction and solution times are prioritized in support of the FNT ValuePack Support Professional service level.