FNT
// simplify complexity

Holistic operation of FNT software products

Guaranteed availability

Modular service elements fitting your individual need

FNT hosting option available

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 software solution, with its unique features and integrations, plays a crucial role in bridging this gap. Thus it evolves to be a business critical system 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.

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 organization. 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 organization. In addition you can unburden your resources and focus on your core business. The individual configurable service is structured in three main buidling blocks:

- Operation of your FNT Software with guaranteed Service Level for system availability (Platform Operation).

ANALYSE ▷ SCOPE ▷ DESIGN ▷ PREPARE ▷ IMPLEMENT ▷ GO LIVE ▷ OPERATE

- Operation of the database and the required application server (Database and Application Server Operation options).

- Provisioning and operation of your entire system environment including hardware, operating system and management of licenses (Hosting).

To complete this three different Service Levels are available to select from: Basic, Plus or Professional. Choose 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 provide multiple service elements to extend the level of operation and service as required.
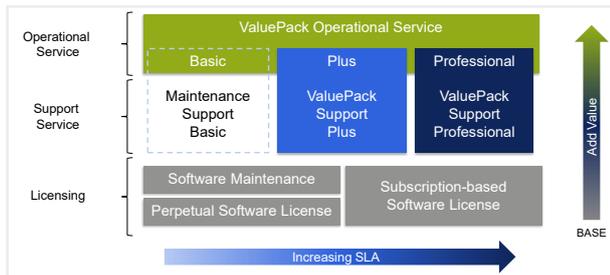

Fig. 2: Overview of the scope of "Managed Application" services

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 process-related 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 to 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 prerequisites to ensure a service level based operation are set. A stable operation is ensured by performing multiple proactive activities such as performing our regular Health Surveillance, which is an active monitoring of established interfaces, performing a patch management process. Checking essential vital parameters of our FNT software products ensures proper operations. Through these activities we identify potential issues before they can become a problem. In case something unexpected happens, our integrated support services ensure a fast reaction.

OPTIONAL DATABASE OPERATION

The optional building block "Database Operation" unburdens your organization from operating the underlying databases (Oracle) for FNT products. We take over the task, which serve as the basis for the operation of the FNT Software solution if you do not want to tie up resources for professional application operation in your company. This includes a regular health check of essential system parameters, regular patch management of the database system as well as our integrated support services.

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 at FNT. The service comprises the same elements as Health Surveillance, Patch Management and Support Services. Combining all three service blocks, Application Operation, Database Operation and Application Server Operation, you have a one-stop service provider operating all required components required to ensure stable FNT software systems.

INTEGRATED SUPPORT SERVICES

Depending on the selected features of your FNT ValuePack Managed Application, extensive support services are already included. In addition to simply ensuring the availability and proper functioning of the environment, you can choose from different variants of service level agreements depending on your needs.

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 all required information at a glance. Regular service review meetings ensure our figures are compared with your service perception and if required, corrective actions are setup to optimize our services.