

PlatformAssist™ – Your path to a carefree application life post-implementation

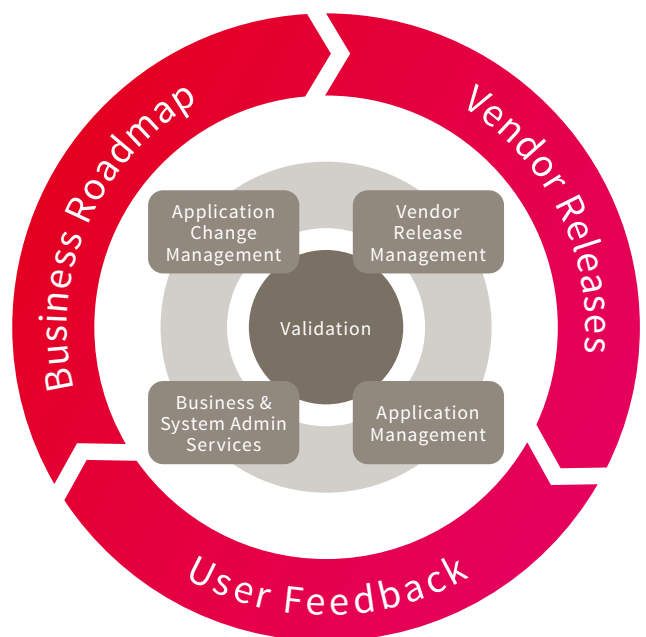


Keep your vendor releases, business requirements and day-to-day activities aligned.

fme PlatformAssist™ provides you with a **modular set of building blocks** to cover the **end-to-end services** needed for a **carefree post go-live** management of your business applications. fme provides **Vendor Release** and **Application Change Management** and **Application and Administrative Support**, with the additional option to add **Extended Validation Services** as well as **Cloud Hosting with Platform Support**.

Customize a package for your needs

Start off with our **Operational Readiness Pre-Assessment** to define the right path forward for you.



Benefits

- ✓ Proactive, experienced attention to critical vendor releases to reduce risks during updates. Thorough impact analysis and concise assessment of the business and technical impacts.
- ✓ A team of application experts certified in up-to-date application features and capabilities, and how they can be applied to your business challenges to achieve your business goals.
- ✓ Efficient integration of new vendor capabilities aligned with your business workflows to quickly maximize solution ROI.
- ✓ Knowledgeable, scalable resource team to address current and future business and application needs in legacy and newly implemented applications.
- ✓ Predictable control of IT support costs with a customizable service model.
- ✓ Reduced internal resource and knowledge and time dependencies, allowing your team to refocus on their important tasks.
- ✓ Proactive release and roadmap planning with business units focused on preparation and anticipation of new functionalities with future business value.
- ✓ Alignment and coordination of day-to-day activities, business requirements and vendor roadmap.
- ✓ Satisfied user base with consistent end-user support and application management.
- ✓ Preserved validated application state across all platform activities.
- ✓ A flexible catalog of customizable support options.

Customizable options to match your needs

Continue your journey to maximize the efficiency of your business after application go-live by working with our team to define a tailored PlatformAssist™ model and strategy, and select the **flexible components** that fit your needs. For the application management choose the **volume and complexity-based package** (Bronze, Silver, Gold or Platinum) and the **optional add-ons** that best match your requirements. fme tailors the best-fit solution to meet your business needs.

Pre-Assessment – Operational Readiness			
Vendor Release Management Impact assessment and implementation support	Application Change Management Backlog and business requirement management	Business / System Admin Services Admin services (such as vocabulary and master data management)	Application Management Incident, problem and user request management
Extended Validation Services			
Application Hosting and Platform Managed Services (if required)			

Application Management Options	Bronze	Silver	Gold	Platinum
Ticket Processing Time (Days per month)	15	30	70	per need (>70)
Rate Discount	n/a	5 %	10 %	15 %
Response SLA	1 business day	depending on criticality: 2-4 hours		
Timezone Support	8 hours	12 hours	16 hours	24 hours
Weekend/Holiday Support		*	*	✓
Critical On-call Response Time 24x7	*	*	*	✓
Country specific phone hotlines		✓	✓	✓
fme ticket portal		✓	✓	✓
Client ticket portal		*	*	*
Monthly status report	✓	✓	✓	✓
Application Monitoring		*	✓	✓
Preventive Maintenance		*	*	✓
Disaster Recovery Test (1 per year)		*	*	✓
Admin Toolset (dqMan for Documentum or Veeva Vault)	1 free license included (additional licenses available at discount)			

✓ included * optional add-on

Contact us today to discuss your needs and create a custom-tailored program!