

**APIIDA ENHANCED
SUPPORT SERVICES**



PRODUCT INFORMATION

APIIDA Enhanced Support Services

APIIDA Enhanced Support Services (APIIDA ESS) provide premium services on top of regular support services and maintenance. Read more about the enhanced value you receive and the key features and outcomes of the offering in the corresponding sections below.

ENHANCED VALUE

In the digital economy, the performance of your IT is especially relevant to meeting the expectations of your business. And more than that, your IT drives your business and, when it works well, has the potential to be a key differentiator from your competitors. At the same time, your environment has become more complex than ever. APIIDA ESS will help you and your team deliver a state-of-the-art experience for your internal and external customers.

HOW TO PURCHASE

APIIDA ESS can be ordered in addition to a mandatory regular maintenance and support contract with the corresponding software vendor. Your APIIDA account manager or sales representative can explain if and how you can purchase both the underlying maintenance and support contract as well as APIIDA Enhanced Support Services through APIIDA.

Key Features & Outcomes

1. INCREASED PRODUCTIVITY

The primary advantage of APIIDA ESS is certainly that you'll be dealing with APIIDA Support Engineers who know your team and your environment. That means a significant improvement of efficiency and productivity to your resources.

Measures:

- ✓ Initial get-to-know meeting
- ✓ Regular onsite and remote review meetings
- ✓ Support involved in planning activities and services tasks
- ✓ Knowledge sharing and faster onboarding of new joiners

3. HIGHER AVAILABILITY

Proactive support, such as the notification about identified vulnerabilities and how to fix them or a common assessment of the relevance of new releases, service packs or single fixes for your environment will contribute to an even more robust environment and high availability.

Measures:

- ✓ Proactive notifications
- ✓ Joint assessment of proactive maintenance
- ✓ Joint review of planned changes

2. FASTER ISSUE RESOLUTION

Any agreement on enhanced modes of collaboration will contribute to faster issue resolution, including but not limited to prioritized case management, established remote access to your system or prepared arrangements for fast onsite support.

Measures:

- ✓ Response time service levels tailored to your needs
- ✓ Prioritized handling of cases
- ✓ Remote access
- ✓ Onsite support

4. INCREASED SATISFACTION

All the above will increase your team's satisfaction and internal and external customer experience which, as outlined above, are nowadays more relevant than ever.

Benefit from our APIIDA Enhanced Support Services and find out more about our included features on the following page.

CUSTOMISABLE

Typically, APIIDA ESS cover most of your enhanced requirements beyond regular support. However, we can agree on adding further relevant features to meet individual needs. For example, you may expect specific support-related situations to occur that should rather be addressed by experienced Professional Services architects or solution engineers? In this case, we can agree on an allocation of person days for pre-defined scenarios which you then can conveniently use as needed without further efforts.

Support Feature	Maintenance & Support	APIIDA ESS ¹
Technical Support per phone	●	
Technical Support per email and portal	●	
Entitlement for new releases, service packs and fixes	●	
Standard response time service levels	●	
Individual response time service levels		●
Priority case handling		●
Proactive support		●
Joint review of upgrade planning ²		●
Involvement in professional services projects ²		●
Knowledge sharing ³		●
Initial get-to-know onsite meeting ⁴		●
Regular remote review meetings		●
Remote access		●
Regular onsite visits ⁴		●

¹ APIIDA Enhanced Support Services require an underlying regular maintenance & support agreement. ² Does not replace APIIDA Professional Services activities. ³ Does not replace trainings delivered by APIIDA Education. ⁴ Travel expenses will be invoiced as they incur unless a budget has been allocated in advance.