

FiOrano®

Enabling change at the speed of thought



FIORANO PREMIUM RESPONSE TEAM

Fiorano Premium Support Program

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED



PRIORITY RESPONSE & DIRECT ACCESS TO FIORANO EXPERTS

All cases submitted by your organization to the Fiorano support center receive priority handling and routing. We understand that your implementation, update or business issues are complex. That's why a senior analyst in the technical support center responds to all your cases. Your business relies on the smooth operation of your systems; we guarantee a quick response for all your production-critical issues. You even have direct access to our product development and strategists when issues go beyond the expertise of the technical support center.

TECHNICAL TRAINING

All Premium Support customers receive exclusive discounts on Fiorano Technical Training offerings to maximize the value of their software investments. Fiorano technical support will also provide assistance in designing a customized training program depending on the audience.

escalation contacts

meet your urgent needs

TECHNICAL ACCOUNT MANAGERS

Premium customers have access to a Technical Account Manager (TAM), an assigned customer contact individual within the Fiorano technical support team. The TAM will be familiar with the customers' system architecture and Fiorano's software solution. The TAM's responsibilities include managing problem escalation, notifying the customer of new product releases (patches, service packs, etc.), and hosting a bi-annual meeting with customer representatives. This meeting is intended to be the forum for discussing product issues with the customer, whether current problems or questions about future direction and roadmaps, as well as an opportunity for the customer to engage in a dialogue with Fiorano about features and functionality they would like to see included in future releases.

ESCALATION MANAGERS

Two levels of Escalation Managers are provided as additional contacts.





REMOTE DIAGNOSTICS

To help speed the resolution of critical issues, Fiorano support engineers can set up an online session. This allows Fiorano support to view and with the customer's permission, control the customer's desktop to gather information and observe the problem first-hand. This insight into the nature of the problem helps achieve a quicker resolution than is possible via more traditional technical support methods.



KEY FEATURES

- PRIORITY RESPONSE
- DIRECT ACCESS TO EXPERTS
- 24X7 GLOBAL SUPPORT
- TECHNICAL ACCOUNT MANAGER
- REMOTE DIAGNOSTICS
- ASSIGNED ESCALATION TEAM
- TECHNICAL TRAINING

SEVERITY LEVELS DEFINED

BLOCKER: Operations on production devices have stopped because of a problem known to be in the Software or Documentation, requiring immediate real-time attention. Within 4 hours of receiving the complete problem report, Fiorano will initiate an effort to replicate and verify the reported problem. Fiorano will then provide continuous effort to arrive at a fix or work-around, and provide the Customer with the final form of the fix, as reasonably possible, either in the form of a patch or in the next succeeding Update.

CRITICAL: Problems believed to be in the Software or Documentation are causing a high-impact problem where operations on production servers are proceeding, but in a significantly impaired fashion. Within 8 hours of receiving the complete problem report, Fiorano will initiate an effort to replicate and verify the reported problem. Fiorano will use commercially reasonable efforts to provide the Customer with a workaround or fix within 2 business days of receipt of the problem, and to provide the final form of fix, as reasonably possible, either in the form of a patch or in the next succeeding Update.

SERIOUS: Problems believed/known to be in the Software or Documentation are causing operations on non-production devices to be impaired; or an important component of the product is impacting production devices or impacting service levels. Within 24 hours of receiving the problem report, Fiorano will initiate an effort to replicate and verify the reported problem. Fiorano will use commercially reasonable efforts to provide the Customer with a work-around or fix within 15 business days of receipt of the problem, and to provide the final form of fix, as reasonably possible, either in the form of a patch or in the next succeeding Update.



SUPPORT PORTAL

Access an extensive Knowledge base and log your issues quickly at the Fiorano Support Portal. Thereafter conveniently track the progress of your issue and get regular updates from the Premium Response Team.



24X7 GLOBAL SERVICE

You receive fast, efficient solutions that are based on proven best practices and global standards. If you have a multinational business model, our global presence enables us to support any time zone for your global organization.

Fiorano Support Services At-a-Glance

Fiorano Software Technical Support is designed to provide an integrated, proactive approach to support high-availability, complex IT environments. A designated team of technical support specialists can work as a remote extension of your IT staff.

KEY FEATURES	STANDARD	PREMIUM
Support Hours	8x5	24x7
Support Days	Excludes holidays	365 Days
Online Technical Support	Yes	Yes
Telephone Technical Support	Yes	Yes
On Demand Software Updates / Minor Upgrades	Yes	Yes
Fiorano Alerts and Notifications	Yes	Yes
Knowledge Base Access	Yes	Yes
Service Level Commitment	Yes	Yes
Problem Escalation Management		Yes
Priority Product & Technical Case Resolution		Yes
Problem Status Tracking		Yes
Remote Diagnostics		Yes
Exclusive Discounts on Training		Yes
Assigned Technical Account Manager		Yes
Assigned Premium Response Contacts		Yes
Bi-Annual Technical Support Reviews		Yes
Pre-Deployment Review		Yes

About Fiorano Software

Fiorano's peer-to-peer distributed platform integrates applications and complex systems, increases business process performance, yields higher message throughput, and enhances availability through agent-based visual composition that bridges the capability gap between business models and their implementation - the model is the application, ready to run.

Global leaders including ABN AMRO, Credit Agricole, Rabobank, SSP Insurance, Markit, Thomas Weisel Partners, YLE, Schlumberger, Fraikin, Toyota, DHL, United States Coast Guard, NASA, Kent County Council, United Spirits, Takata, POSCO Steel, Vodafone and Korea Telecom, have deployed Fiorano to drive innovation through open, standards-based SOA applications built in just days, yielding unprecedented productivity.

www.fiorano.com

AMERICA'S

Fiorano Software, Inc.
718 University Avenue
Suite 212, Los Gatos, CA 95032 USA
Tel: +1 408 354 3210
Fax: +1 408 354 0846
Toll-Free: +1 800 663 3621
Email: info@fiorano.com

EMEA

Fiorano Software Ltd
3000 Hillswood Drive
Hillswood Business Park
Chertsey Surrey KT16 0RS UK
Tel: +44 (0) 1932 895005
Fax: +44 (0) 1932 325413
Email: info_uk@fiorano.com

APAC

Fiorano Software Pte. Ltd.
Level 42, Suntec Tower Three
8 Temasek Boulevard
038988 Singapore
Tel: +65 68292234
Fax: +65 68292235
Email: info_asiapac@fiorano.com