



## FIORANO PREMIUM RESPONSE TEAM

# Fiorano Premium Support Program

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED



## ASSIGNED RESPONSE CONTACT MANAGER, 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 we have a named Response Contact Manager who understands your specific business and coordinates with the technical support center to provide prompt and effective response to 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

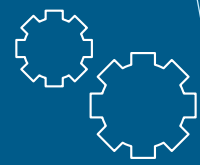
## TECHNICAL ACCOUNT MANAGERS

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	PREMIUM PLUS
Support Hours	8x5	24x7	24x7
Support Days	Business working Days	Excluding National Holidays	365 days in a year
Supports Cases	Limited	Unlimited	Unlimited
Expected Response Time	8 hrs	4 hrs	4 hrs
Online Technical Support	✓	✓	✓
Telephone Technical Support	✓	✓	✓
Global Support	✓	✓	✓
On Demand Software Updates	✓	✓	✓
Fiorano Alerts and Notifications	✓	✓	✓
Access to Fiorano Documentation	✓	✓	✓
Service Level Commitment	✓	✓	✓
Access to Support Portal	✓	✓	✓
Problem Status Tracking	✓	✓	✓
Custom Patches for Product Bugs	✓	✓	✓
Access to Fiorano Knowledge Base	✗	✓	✓
Problem Escalation Management	✗	✓	✓
Priority Product & Technical Case Resolution	✗	✓	✓
Remote Diagnostics	✗	✓	✓
Exclusive Discount on Training	✗	✓	✓
Assigned Technical Account Manager	✗	✓	✓
Assigned Premium Response Contacts	✗	✓	✓
Bi-Annual Technical Support Reviews	✗	✗	✓
Pre-Deployment Review	✗	✗	✓
Perennial Skilled Resource Availability	✗	✗	✓
Automated Monitoring Services	✗	✗	✓
Fiorano Environment Management	✗	✗	✓

## About Fiorano Software

Fiorano Software a Silicon Valley based USA (California) Corporation is a trusted provider of API-led hybrid integration technology to customers enabling interoperability, agility, profitability and new revenue streams since 1995.

Fiorano operates through its worldwide offices and a global network of technology partners and value-added resellers.

Global leaders including AT&T Wireless, Boeing, British Telecom, Federal Bank, L'Oréal, McKesson, NASA, POSCO, Rabobank, Royal Bank of Scotland, Schlumberger, US Coast Guard and Vodafone have deployed Fiorano to drive innovation through open, standards-based, event-driven real-time solutions yielding unprecedented productivity.

To find out more about how Fiorano can help you meet your enterprise integration objectives, visit [www.fiorano.com](http://www.fiorano.com) or e-mail [sales@fiorano.com](mailto:sales@fiorano.com)

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