

column consulting

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EXTENDED SUPPORT

KEEPS YOUR EPM SYSTEM RUNNING AT OPTIMAL PERFORMANCE

Column5 Extended Support delivers experts who serve as an extension to your team and ensure that you get the most from your EPM solution investment.

FEATURES

On-line support sessions, vendor support issue-tracking, answers to “how-to” questions, or investigation of deeper problems; **Column5 Extended Support delivers peace of mind including:**

- » An on-boarding health check process to ensure there are no dormant issues or concerns
- » A Support Team briefed by the Implementation and/or In-House Support Team upon handover to ensure solid collaboration, knowledge transfer and sharing
- » An on-line support logging system that gives you access to our searchable, everexpanding, knowledgebase which may provide instant answers
- » A periodic newsletter with updates, tips, tricks, and useful information
- » Not your normal support: Sizing, Updates, Upgrades, Performance Tuning, Troubleshooting, New Reports, New Logic, New Input Schedules, Data Manager packages (SSIS, or Process Chain), eLearning Training (NEW) available and more!
- » Concierge Service with our Enhanced and Premium plans that include a liaison with the vendor to see your support issues through to resolution

EXTENDED SUPPORT PACKAGES

- » 28 years of collective EPM experience
- » Implemented BPC since product inception on Microsoft (2001) & Netweaver (2007), with 1000 environments collectively worldwide
- » 9 former SAP and OutlookSoft team members, with most of us in subject matter expert roles

FEATURE	BASIC	STANDARD	ENHANCED	PREMIUM
Access to a Column5 Support Engineer for incident logging, categorization & escalation	✓	✓	✓	✓
WebEx remote system access	✓	✓	✓	✓
Access to support.column5.com to log tickets, track progress & browse knowledge base	✓	✓	✓	✓
Gathering of server capacity and health check data – at program initiation (3 hours per server)**	✓	✓	✓	✓
Column5 newsletter & tips & tricks		✓	✓	✓
Vendor Support Concierge – Column5 opens tickets with Expanded Solution Vendor (SAP, Hosting Provider, Specialty Vendor) on your behalf and track to completion			✓	✓
Option to have client application replicated internally in Column5 datacenter for rapid troubleshooting				✓
On-Demand eLearning courses accessed via http://elearning.column5.com (1.5 hours of support time for each 3-hour course)	✓	✓	✓	✓
Service Level Objective (SLO) response times	4 HRS*	3 HRS*	2 HRS*	1 HR*
Prepaid Quarterly support hours included ***	20	30	40	60
Additional support hours as needed	\$300	\$290	\$280	\$270
Quarterly Cost	\$6,000	\$8,700	\$11,200	\$16,200

*If incident occurs after normal business hours time to response object starts next business day.

** System Health Check is required (3 hours per server) at the rate of each plan's additional support hours. System Health Check not required if Column5 Technical Services did the installation within the last 6 months.

*** Custom Packages above 60 hours/quarter are available

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