

BUSINESS CRITICAL SUPPORT



Actiance's highest level of support offers service excellence with access to highly qualified personnel – anytime, anywhere.

Real-time support for your real-time communications

Enterprise social, public social, unified communications, collaboration, IM, voice, emails – there is no end to the new ways to communicate and collaborate. Organizations large and small, across all industries, are using many of these real-time channels to get work done, expecting strong security and compliance measures to be in place.

The main challenge for your IT team is to keep all these network elements available and operating

smoothly. This is not easy given the number of channels and the security and compliance risks. Nobody wants to take the blame for information leaks, sanctions, nor violating mandates set by FINRA, SEC, FERC, HIPAA, MiFID II, and others.

That's why it's important to have a partner like Actiance. We have the experience to support and manage your communications network. Our support staff is skilled in compliance, security, real-time communications, archiving, and supervision, so you can rest assured that your needs will be met by industry experts.

Take your support to a higher level

We know many of our customers have worldwide operations, needing 24x7 support to resolve security or governance vulnerabilities. Business Critical Support (BCS) offers tailored support from efficient reactive services to proactive planning of future information governance requirements.

Comparison of Actiance support offerings

SEVERITY LEVEL	STANDARD	PREMIUM	BCS
	Initial Response Time		
Hours	M-F 8am - 5:30pm	24/7	24/7
Service Level Objective – Severity 1	1 bhr	1 hr	1 hr
Service Level Objective – Severity 2	4 bhr	4 hr	2 hr
Service Level Objective – Severity 3	1 bd	24 hr	4 hr
Service Level Objective – Severity 4	1bd	48 hr	8 hr

SUPPORT TYPE	STANDARD	PREMIUM	BCS
Product troubleshooting	Yes	Yes	Yes
Online Ticketing System	Yes	Yes	Yes
Online product documentation	Yes	Yes	Yes

Additional Features includes additional Reactive and Proactive Services as follows:

Reactive Services:

- Named Technical Account Managers (TAM)
 - Primary & Secondary
 - Dedicated points of contact
- Severity issue routing bypassing general Tier 1 frontline support
- Virtual extension of your IT management team
- Weekly high severity open case review meetings and reporting
- Increased ROI with severity escalation for faster resolution time
- Trend analytics and root cause analysis
- Conference calls or onsite visits exclusive to your needs
- Remote assistance with product installations and upgrades
- Focused treatment of product feature requests

Proactive Services:

- TAM to participate in project planning
- Project and network optimization planning and extended database services
- Assistance with planning, deployment, upgrades, migrations, and tracking changes
- Proactive problem identification, risk prevention, and early notification of critical situations
- Shared expertise, best practices, and skills
- Open discussion of roadmaps, upcoming product releases, and features and timings

We work with you as a team

Business Critical Support Technical Account Manager

Actiance Technical Account Managers (TAMs) are instrumental in supporting our high touch BCS customers. They offer all the reactive and proactive services necessary for focused, fast, and efficient problem resolutions. They truly become an extension of your IT team, providing system evolution and alerts about potential risk areas. Our TAM’s deep insight of your IT infrastructure, current and planned, helps your enterprise deployments and operations run smoothly. Ultimately, you have access to the dedicated IT resources you need to succeed.

On-Site/Remote Health Checks

Actiance Professional Services perform health check related services to validate the deployment of Actiance solutions in your production environment.

Ultimately, the services provided from the Actiance Business Critical Support program allows you to drive maximum value from your Actiance solutions.

