

## ***FLEXIBLE SUPPORT OPTIONS***

### **THE FAIRFAX DIFFERENCE. CREATIVELY TAILORED TO YOUR ORGANIZATION'S NEEDS.**

Around-the-clock flexible support designed to augment or outsource your Enterprise Content Management (ECM) Support and Administration functions while providing expert solutions to your organization.



#### **Lower Cost of Ownership:**

- A full-time technical resource can cost much more than \$100K per employee and most solutions require 1-3 employees to fully support it. We can provide the depth and breadth of knowledge coupled with the experience that is difficult to match internally at much lower costs.

#### **Understanding the Entire ECM Solution:**

- By assigning a Technical Account Manager (TAM) to your organization, we fully and intimately know your solution. Our TAM will manage and track all support calls, ensuring issues are resolved quickly and efficiently regardless of what ECM products are involved.

#### **Remote System Administration (RSA):**

- Provides organizations the ability to handle common tasks, such as add/delete document classes, choice lists, fields, creating new object stores and installing hot fixes, service packs and modify performance tuning configurations. Our Remote Service Administrators can also be an active member in meetings and projects that involve the ECM system.

# LET FAIRFAX GIVE YOU PEACE OF MIND

## FAIRFAX ANNUAL SUPPORT PACKAGES

SELECT FROM THE SUPPORT PACKAGES BELOW OR WORK WITH OUR SALES TEAM TO TAILOR ONE BEST STRUCTURED TO SUIT YOUR ORGANIZATION'S NEEDS

### SILVER SUPPORT

Optimal for customers transitioning from a legacy IBM Solution (IS or CS) or if you are new to an IBM ECM Solution and need interim support until in-house staff can support the solution.

### GOLD SUPPORT

Silver Support package plus enhanced with Remote System Administration support for pro-active monitoring. Optimal for customers looking to lower the total cost of ownership for supporting the ECM Solution in-house.

### PLATINUM SUPPORT

Gold Support package plus Advanced Administration support, such as back-up, Disaster Recovery verification, Performance Monitoring, and added developer support. Optimal for customers wanting to outsource their ECM Solution and gain developer support to applications which integrate with the ECM Solution.

#### FEATURES

Silver Gold Platinum

#### Labor Services

Answer Technical How To Questions	X	X	X
Support Coordination w/FileNet Support	X	X	X
Mentoring Services	X	X	X
ECM Advisor	X	X	X
Remote Administration of System		X	X
Documentation		X	X
Support of Custom Applications			X
Development Time	10	50	100

#### System Management

Aid with Minor Revision Upgrades	X	X	X
Availability Monitoring		X	X
Apply the Latest Patches		X	X
Performance Monitoring and Tuning			X
Back-up and Disaster Recovery Verification			X

#### Reporting

Monthly Reporting on Health of System		X	X
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