



# HAYNE Assist +

*Proactive support for your entire performance management solution*

HAYNE Assist provides product support for IBM Cognos, LucaNet and other Financial Performance management solutions to rival any other support provide. AYNE Assist+ goes even further and provides configurable support for your whole solution not just the software. In addition, HAYNE Assist+ can provide out of hours support and onsite services by arrangement.

## Standard response times:

- System Down – under 4 hours
- Significant Impact – under 6 hours
- Non-Critical Impact – 8 hours

## Support desk hours:

09:00 hours to 17:00 hours UK time  
Other times by arrangement

## Support scope

- Whole solution is supported
- No-quibble assistance
- Configurable options

## What is included in HAYNE Assist +?

### Whole solution support

We support not just IBM Cognos software but also the dependent layers. No more finger-pointing between different support organisations. We will support each component that makes up your implementation.

### Application of fix packs

A fix pack is a targeted solution to a code production issue. It can be applied directly over the existing program executables. This service is free of charge to Assist+ customers.

### Technical upgrade advice

Assist+ customers get free upgrade advice. This covers advice on server architecture and client deployment.

### Spiceworks agents \*

Spiceworks agents can monitor your servers for issues and errors, and can predict and prevent outages such as lack of disk space or out of memory issues. This is an optional service.

optional technical assessments of your environments. We recommend a once a year assessment for optimal system performance.

### Technical assessments \*

In today's dynamic world of virtual machines, things can change rapidly. You can elect to add

### Out of hours cover \*

On call cover for business critical times can also be arranged.

## Benefits of HAYNE Assist +

Benefits	Included
Product support	✓
Investigate code production issues	✓
Whole application support	✓
Better response times	✓
Dedicated support phone line	✓
Web-based call-logging and tracking	✓
Create tickets with email	✓
IBM certified support staff	✓
Whole solution support	✓
Free application of fix packs	✓
Technical upgrade advice	✓
'Spiceworks' agents*	✓
Technical Assessments*	✓
Out of hours cover*	✓

\*options that can be tailored to meet your needs

### To find out more contact us:

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