



# HAYNE Assist

## *Product support - Software upgrades and product support*

If you have IBM Cognos, LucaNet or another Financial Performance management solution, you probably already have a support contract with another company. We believe that HAYNE Assist is priced competitively but delivers a superior service.

### **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

## **What makes HAYNE Assist different?**

### **Holistic approach to problem solving**

HAYNE Assist is staffed by fully certified consultants who rotate between working on customer sites and manning the support desk. Their holistic approach encompasses not only great product knowledge but direct experience of implementing the software and expertise in financial systems. This means that the person who takes your call isn't just a "call-logger". They will be able to work on your issue immediately.

### **Proactive approach**

We deliver to at least the same Service Level Agreement as IBM, Lucanet and other partners and have exactly the same access to IBM's programming team as their own front line support agents. But it doesn't end there. A HAYNE Assist consultant will proactively do the progress chasing on your behalf and keep you informed every step of the way.

### **Faster response**

Our support service is dedicated to delivering a fast and efficient support service – you will get straight through to an expert. And HAYNE Assist uses the latest technology to help us provide the fastest response possible. For example, we can set up remote access to your systems (with your permission, of course!) or use our fast file transfer system to work on backups of your data.

## 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	<i>Only with Assist Plus</i>
Free application of fix packs	<i>Only with Assist Plus</i>
Technical upgrade advice	<i>Only with Assist Plus</i>
'Spiceworks' agents*	<i>Only with Assist Plus</i>
Technical Assessments*	<i>Only with Assist Plus</i>
Out of hours cover*	<i>Only with Assist Plus</i>

\*options that can be tailored to meet your needs

### Assist +

HAYNE Assist+ is our service that offers support for the entire solution including server, operating system and database. It also offers out-of-hours support when required.

### To find out more contact us:

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