

AIM MANAGED SUPPORT SERVICES

AIM Managed Support Services

AIM Managed Support Services (AIM MSS) supplement normal support and maintenance with premium services. Read more about the Managed value you receive, as well as the important features and outcomes of the solution, in the sections below.



MANAGED VALUE

In the digital economy, the performance of your IT is very important in achieving your company's expectations. Furthermore, your IT drives your business and, when done well, has the potential to be a critical distinction between you and your competitors. Simultaneously, your surroundings have become more complex than ever. AIM MSS will assist you and your team in providing a cutting-edge experience to your internal and external customers.

HOW TO MAKE A PURCHASE

AIM MSS is available in addition to a required regular maintenance and support contract with the respective software vendor. Your AIM account manager or sales representative may tell you whether and how you can buy both the underlying maintenance and support contract and AIM Managed Support Services through AIM.

Key Features & Outcomes

IMPROVED PRODUCTIVITY

The key benefit of AIM MSS is that you will be dealing with AIM Support Engineers that are familiar with your team and environment. This means that your resources will be more efficient and productive.

Measures:

- ✓ an initial get-to-know-you meeting
- ✓ periodic onsite and remote review meetings
- ✓ involvement in planning activities and service tasks
- ✓ knowledge sharing, and faster onboarding of new hires

IMPROVED AVAILABILITY

Preventive support, such as notice of discovered vulnerabilities and instructions on how to repair them, or a shared assessment of the significance of major releases, service packs, or single patches for your environment, will lead to an even more resilient environment and improved availability.

Measures:

- ✓ Proactive alerts
- ✓ Collaborative evaluation of preventative maintenance
- ✓ Expert review of scheduled changes

QUICKER ISSUE RESOLUTION

Any agreement on Managed forms of communication, including but not limited to priority case management, established remote access to your system, or prepared arrangements for quick onsite help, will contribute to rapid issue resolution.

Measures:

- ✓ Response time service levels adapted to your needs
- ✓ Prioritized case processing
- ✓ Remote access from secure location
- ✓ Onsite assistance

IMPROVED SATISFACTION

All of the above will boost your team's productivity and internal and external customer experience, which, as previously stated, are more significant than ever.

On the next page, you may take advantage of our AIM Managed Support Services and learn more about our offered features.

HIGHLY CUSTOMISABLE

AIM MSS typically covers the majority of your Managed needs in addition to standard support. We can, however, agree on adding additional relevant features to fulfil particular demands.

For example, should you anticipate specific support-related scenarios that should be handled by skilled Professional Services architects or solution experts? In this case, we can agree on a certain number of person days for pre-defined scenarios, which you can then utilize as needed without any additional effort.

Support Feature	Maintenance & Support	AIM MSS
Technical Support Calls	•	
Technical Support via emails and Service Portal	•	
Entitlement for new releases, and fixes	•	
Standard response time service level objectives	•	
Individual response time service level objectives		•
Priority case support		•
Preventative support		•
Collaborative review of upgrade planning ²		•
Participation in professional services projects ²		•
Knowledge sharing sessions ³		•
Initial get-to-know-you onsite/remote meeting ⁴		•
Regular remote review meetings		•
Remote access from secure location		•
Scheduled onsite visits ⁴		•

1 AIM Managed Support Services require an underlying regular maintenance & support agreement. 2 Does not replace AIM Professional Services activities. 3 Does not replace trainings delivered by AIM Education. 4 Travel expenses will be invoiced as they incur unless a budget has been allocated in advance.