

# Service Level Agreements

## Reduce the operating costs of your OpenText Documentum applications

The costs for maintenance and operation of OpenText Documentum applications often represent a significant proportion of the available IT budget. Instead of devoting time to necessary IT innovations, in-house staff or external consultants are occupied with support tasks. Specialists with the right qualifications are rare and often disproportionately expensive, particularly for smaller Documentum installations. Furthermore, you also find yourself subject to internal criticism concerning the quality of your support services and your response times? Are your departments dissatisfied with the exploding costs and lack of transparency for the support of their applications? Then turn to fme for support and maintenance and reduce the operating costs of your OpenText Documentum applications.

The outsourcing of support and maintenance for your applications improves the quality of your services and allows you to maintain firm control over the costs for ongoing operations. Take advantage of our expertise combined with cost-effective nearshore services to reduce your operating costs to a sustainable level. This relieves the strain on your budget, clears the way for new and further developments of your application environment and enables the continuous performance improvement of your business processes. We offer you the right mix of on-site support and remote maintenance.

fme experts also have the knowledge required to efficiently operate and maintain your subsystems that are based on OpenText Documentum, such as CYA SmartRecovery or specialized applications (for example, CSC FirstDoc, QUMAS,

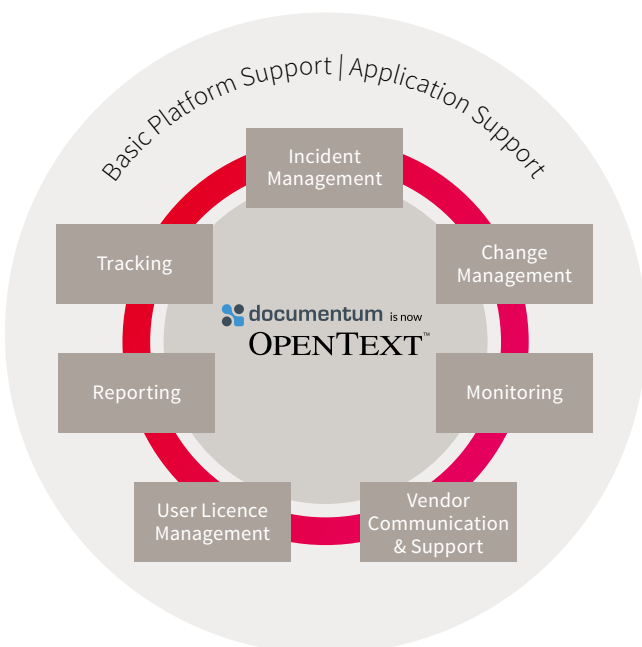
### Customer Reference

»We are extremely happy with the support and maintenance of our Documentum applications through the utilization of nearshore resources provided by fme AG. The German-speaking support team in Romania assures very good response times and works very effectively. The geographic proximity means the time delay is short and on-site intervention could be possible without any problems. Our costs for maintenance and support have significantly decreased through the integration of fme’s nearshore team.« (Klaus Preitschopf, Project Manager, EagleBurgmann Germany GmbH & Co.KG)

rendition services from Liquent or adlib, full-text indexing like FAST or Xplore), while focusing on providing support for systems in environments relevant to GxP.

### Benefit

- Reduce the costs for maintenance and operation by utilizing the services of our German-speaking nearshore center in Cluj, Romania
- Improve the quality of your OpenText Documentum applications with our know-how
- Reduce the downtime of your applications through high-quality support and fast response times
- Benefit from a flexible billing model (ticket-based, fixed-price, time & material)
- Optimize the operation of your applications with tried and tested service offerings at a fixed price (DCTM health check, DCTM monitor, etc.)



## Our Range Of Services For You

After an initial » OpenText Documentum health check« a focussed problem management will sustainably reduce the volume of inbound tickets, thereby reducing the expenditure for your application operation over the medium-term. We conduct mutually agreed maintenance services, such as logfile checks, for the application operation.

In principle we support all OpenText Documentum applications which may be maintained externally. We will clarify these details together with you during the tender preparation and pricing process. The hand over of applications is conducted on-site at your premises.

Use our direct support hotline with the following services:

- Arrange individual time windows of availability. Standard times for support inquiries: Monday to Thursday between 8:00 and 17:00. Friday between 8:00 and 15:00. Extended times 24/5 or 24/7 are also available. You can submit your inquiries conveniently by telephone, mail or directly via web application.
- Your support request triggers a ticket which you may be traced online while it is being processed.
- We agree on the response times individually depending on your requirements. In standard cases the solution process starts at the latest 8 hours after receipt of the ticket.
- When the support inquiry has been completed or a solution found, the person logging the request will be notified via e-mail of the matter being closed/resolved.

You determine the scope of services based on your requirements and system environment. A complete Service Level Agreement consists of services for support, maintenance, preventive measures and on-site consulting.

Please take advantage of our flexible pricing models. You may choose ticket-based billing, agree on a fixed price or be charged according to the actual services rendered. We provide a fixed price proposal as a standard.

**Contact us about your individual requirements. Together we will determine the appropriate range of services of »support and maintenance by fme« as well as the detailed conditions. We would also be pleased to provide you with a reference contact with other customers. We look forward to your enquiry.**