

Actian Premium Services

An “Insurance Policy” for your critical system

You have an excellent IT support team. They know your system inside out and can handle everyday operations with their eyes closed. Who supports your support team with proactive advice and emergency support?

Actian Manage Services and your Actian Premium Service is your “insurance policy”, whereby Actian proactively provides advice and assistance, conducts regular system check-ups, provides reports to your IT team to help them keep your system in tip-top health, and should the unexpected happen it is a safety net for your IT staff to get your system operational again - fast.

What is the Actian Premium Service?

Think of it as an Insurance Policy. It is not for everyone, basically you wouldn't engage a Premium Service unless the data ecosystem being covered were mission critical.

As well as conducting regular system reviews to check on the health of your system in an effort to avoid unplanned downtime, it provides your business with direct access to the Actian Managed Services team when your own IT support team need more support than what is included with the Product Support provided in your Annual Actian product license.

What does the Actian Premium Service include?

The Actian Premium Service typically includes the following features;

- **Three named service consultants** – typically one will operate as the Technical Account Manager (TAM), the consultants will customise processes to allow for speedy engagement of the team when required, establish secure VPN connectivity to your network for when engagement occurs and learn about your system so they are primed to react when required
- **On-site and remote support** – We will establish protocols to decide when each is required. Primarily we will provide support remotely as this is most time responsive.

Key Benefits

- Reduced costs
 - Tailored service
 - Greater stability
 - Reduced downtime
 - Better performance
 - Faster issue resolution
 - Best practice adoption
 - Access to proven monitoring toolsets
 - Close vendor relationship
 - Exploit latest Actian product features
- **24 x 7 callout** – We will provide a dedicated pager process that will call out your rostered on-call consultant when required. Automatic escalation will ensure that even if the rostered consultant becomes unavailable your contracted response objective is met.
 - **Scheduled health checks** – during the term of your Premium Service contract regular health checks will be conducted to proactively identify issues as they arise, often before they manifest into outage situations, and provide mediation recommendations.
 - **Advice and guidance** – You won't need to wait for an issue to arise, any time you require advice or guidance on the use of your Actian product you can call on your assigned consultants. Additionally, your consultants will monitor our product release schedule and advise when patches should be installed, and upgrades planned
 - **Issue management** – You will still have complete freedom to raise product support issues directly with the Product Support desk. However, should you wish for us to monitor progress and intercede on your behalf, we will. Additionally, when product issues need to be passed to Product Engineering test cases need to be built, we will do this for you so that they met the requirements of the Product Engineering team.

- **Quarterly meetings** – Your TAM will conduct quarterly meetings with you to allow two-way information flow. We will let you know our product plans, not just for those that you have installed, and provide recommendations for where these could benefit your business. You will have the opportunity to let us know your plans for our products, so we are aware of your requirements.
- **Regular reports** – You will receive regular monthly or quarterly reports, you choose the frequency to suit your needs, highlighting the activities we have conducted for you along with any recommendations, opportunities or challenges foreseeable.

Plus, as with all Actian Managed Service offerings, the Actian Premium Service can be tailored to suit your unique requirements.

Benefits of a Premium Service

Key Benefits	Cost Management	Stability
<ul style="list-style-type: none"> • Highly skilled Consultants supporting your IT resources • Access to worldwide Actian knowledge pool • Fast track to Actian engineering • Minimise reliance on contractor resource • Cover can provide for annual leave and unplanned absence • Deal directly with software vendor 	<ul style="list-style-type: none"> • Reduce and control operating costs • Support internal resources • Provide knowledge transfer opportunities for inhouse resources • Fully inclusive service, no hidden extras • Helps you achieve SLA's 	<ul style="list-style-type: none"> • Optional use of enterprise monitoring and alerting appliance (EMA) • Use of proven toolsets • Maintain optimal configuration • Ongoing performance tuning • Out-of-hours and on-site support included • Use of proven best practices • Proactive problem Management

About Actian

Actian makes data easy. We deliver cloud, hybrid and on-premises data solutions that simplify how people connect, manage, and analyze data. We transform business by enabling customers to make confident, data-driven decisions that accelerate their organization's growth. Our data platform integrates seamlessly, performs reliably, and delivers at industry-leading speeds. Learn more about Actian, a division of HCLSoftware: www.actian.com

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