

Maintenance and Support Services

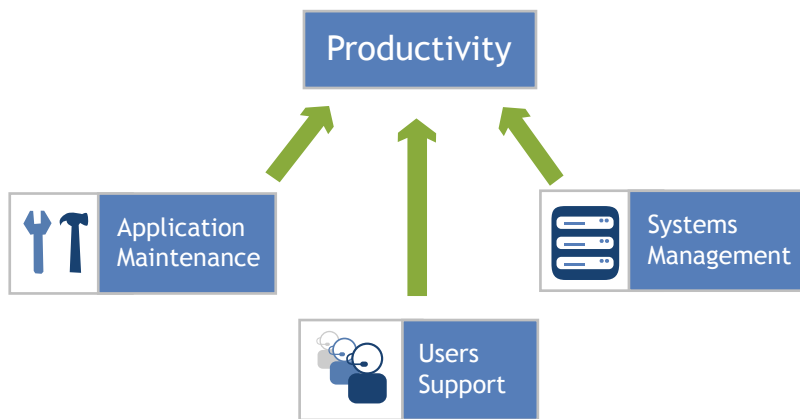


Agility in On-Demand Product Development

At **Scio**, we complete our full lifecycle services with software maintenance and technical support. Because we're already deeply knowledgeable about your application, we can provide significant efficiencies. Reduced demands on internal IT resources, superior service levels and high user satisfaction are among the benefits we deliver.

Scio maintenance services provide:

- » Improved user satisfaction from service levels that match performance with expectations
- » Reduced costs for internal IT resources
- » Increased productivity for internal IT resources by improving their ability to focus on core business activities and key initiatives



Application Maintenance

Software maintenance includes modifications to a product after delivery to improve performance, features, or functionality, to correct faults, or to adapt the product to a changing environment.

Our services include:

- » Analyzing enhancement requests to evaluate impact and costs
- » Developing application enhancements and new features
- » Deploying new releases and upgrades
- » Optimizing application and database performance
- » Fixing faults and bugs
- » Performing root cause analysis for recurring problems
- » Developing interfaces with other systems
- » Preventing system performance from degrading to unacceptable levels
- » Retiring a system



Support Services Options:

- » After office hours / overflow support
- » Flexible support options (Incident based, 800 Toll free support)
- » Customized reporting on usage patterns
- » Measures of customer satisfaction and success percentage
- » Remote diagnostic and collaborative browsing tools

Systems Management

System management includes the management and administration of the system environment, including servers, routers, networks, as well as configuration management, software distribution, and support for system software, database administration and operation, and system monitoring and tuning.



There's a distinct advantage to having the team that designed and developed your application also provide support and maintenance

Maintenance

- » Enhancements
- » New Features
- » Optimization
- » Bug Fixes
- » Infrastructure Management

Benefits

- » Increase user productivity
- » Minimize downtime
- » Reduce support & maintenance costs
- » Flexibility to continually upgrade the application, staying ahead the competition with software that matches user expectations and environment changes
- » Enables you to focus on your core business
- » Increase user & customer satisfaction
- » Offer responsive, cross-platform user support
- » Mitigate risks with proven processes & experienced teams that know your software thoroughly
- » Reduce TCO through increased efficiency

Support

- » User Documentation
- » Training
- » Customer service
- » Technical support

User and Technical Support Services

Our tailored technical support services solve our clients' user care challenges while delivering expert care to their users or customers.

The ability to successfully deliver highly available and reliable technical support is a major contributor in user satisfaction and customer retention.

Even with extensive documentation and training there are many times when users need to be able to contact support resources that can provide specific and detailed information about a technical issue, customer service or troubleshooting strategies. We offer:

- » A full spectrum of tailored technical support solutions
- » Multiple communication channels, including phone, e-mail, Web and chat
- » A benchmark goal of increased customer use and comfort with our clients' products and services

