

Maintenance and Support Services (M&S) will reduce your internal Agile PLM support costs while maintaining or improving system performance and end user satisfaction. In addition, Our **M&S Services** will:

- Ensure that your Agile PLM system is not just “up and running” but is optimized for operation and usability
- Allow your internal resources to focus on improving your company’s business processes rather than dealing with system issues
- Reduce costs by using **GoSaaS** team of experts who have resolved 5,821 Agile PLM issues to-date!

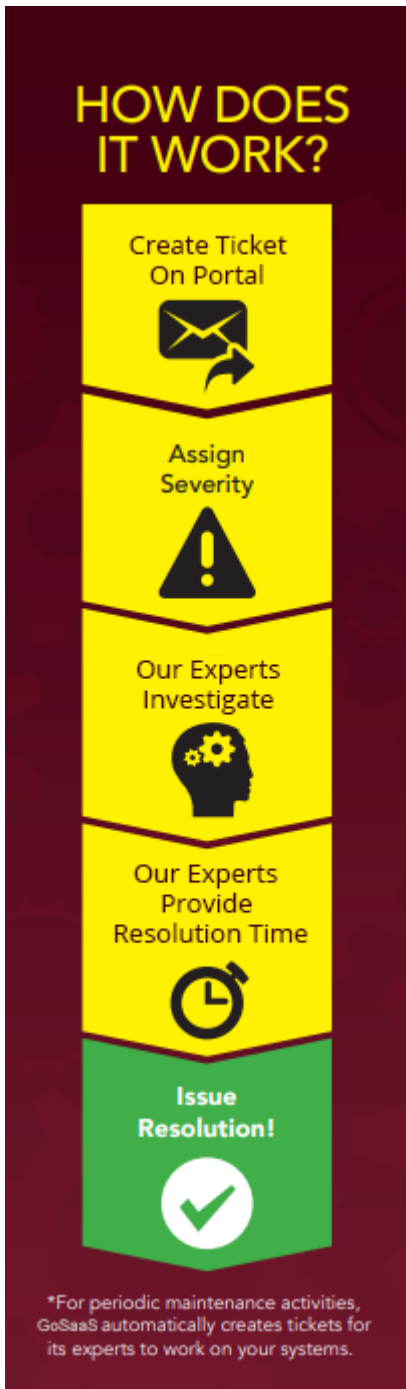
Agile PLM Application Platform Maintenance & Support Services*

- Agile PLM Infrastructure support (excluding OS, network etc.)
- Server & Application configuration support
- Database maintenance (sizing and running Oracle provided averify scripts)
- Performance
- Deployment of Oracle provided hot fixes
- Deployment of Oracle provided averify fixes
- Weblogic/OAS support
- Capacity Planning
- Server and DB backup & restore
- LDAP support
- Email Notifications Troubleshooting
- Coordination with Oracle SRs

Admin & User Support Services

- Users and User Group maintenance
- Roles & Privileges
- General usage issues in Agile (all modules)
- Event management
- Smart Rules &
- Auto numbers & lists
- Criteria
- Searches, Dashboards, and Reports
- Notifications
- Agile Content Service (ACS)
- Instigation and follow up of customer Oracle SRs
- Other end user issues in using the application
- Security setup

**GoSaaS deploys these fixes.*



Service Levels by Severity*

Severity 1:

Response - 1 hour
 Start of Issue Resolution – 4 hours
 Issue Resolution – 48 hours

Severity 2:

Response - 8 hours
 Start of Issue Resolution – 24 hours
 Issue Resolution – 5 business days

Severity 3:

Response – 24 hours
 Start of Issue Resolution – 36 hours
 Issue Resolution – 10 business days

**Resolution numbers are estimates.*

Flexible Contract Options

By Numbers of Agile Users

50 users	\$40/users/mo.
500 users	\$25/users/mo.

SAMPLE

By Numbers of Issues Per Month

4 Tickets/mo.	\$2,400
40 Tickets/mo.	\$10,000

Contact us for additional contract options!