

Jacada Solution Support

Protect the investment in your Jacada unified desktop and customer support process optimization solution

Solution Support from Jacada is a suite of high-value services tailored to provide end-to-end support for our unified desktop and customer experience optimization solutions.

As an ongoing component of our consultative approach, these support services provide complete coverage from planning and design phases, through the deployment stages, to production support and maintenance.

Comprising elements of traditional software maintenance and service warranty agreements (but more cost-effective than those plans), Solution Support covers any and all support work needed to the installed Jacada solution, regardless of the level of changes to the existing system or infrastructure. The suite also provides preventative “health check” maintenance to installed components.

Support from Jacada comes with a commitment to our customers and the full backing and confidence in our ability to provide our customers with the service value they need and deserve.

Support that Fits Your Budget

The Solution Support suite from Jacada protects your investment by providing support coverage for your complete Jacada solution, including third-party and solution boundary elements.

Diagnostics, problem isolation and issue resolution are all managed by Jacada as well. With Jacada resources providing support, your critical IT resources are free to be redeployed to other areas of your business.

Jacada maximizes the IT investment made into your new unified desktop/

customer service process optimization solution and helps to protect valuable IT and data resources. There are no hidden or unexpected solution costs to erode your budgets. The



support suite is designed to streamline your contract and vendor management overhead and stabilize the productive uptime of your solution.

In addition, the support suite allows your staff can focus on your core systems instead of learning and managing third-party solutions.

Dedicated Resources

An integral part of this offering is the Solution Support Advisor, a Jacada resource allocated to your account and your solution, who is fully trained on your solution as well as your business objectives, during the entire lifecycle of your solution.

The Solution Support Advisor is the “point person” for all technical issues related to the installed solution. During the Solutions Support contract period, the Solution Support Advisor performs a variety of value-added services designed to keep the customer’s executive, operational and IT management up to date on the state of the Jacada solution.



Jacada Solution Support includes the following scheduled services:

- **Monthly Operations Review** – status of the solution including trouble reports, resolutions and change requests, as well as a consultation session
- **Semi-Annual Solution Architecture Review** – joint review with the senior architect/engineer to discuss architecture and code infrastructure and identify opportunities to improve efficiency and performance in your continuously evolving environment
- **Quarterly Executive Review** – executive briefing document and onsite review with executive stakeholders
- **Annual Business Process Discovery / Analysis** – one- to two-day process discovery session with product advisors and business analysts onsite to brainstorm, discuss and define opportunities to leverage your solution in other areas of your operation; includes summary report of findings and recommendations for evaluation.
- **Annual Product Roadmap** – one- to two-day onsite workshop to prepare and review your solution roadmap for the coming year.



Jacada Solution Support includes the following features:

- **Corrective Maintenance** – modifications to the Jacada solution necessary to correct discovered faults or defects
- **Adaptive Maintenance** – reactive modifications necessary to keep the solution usable in a changed or changing environment, including modifications to integration services or API data layer integration caused by changes to the underlying applications
- **Preventive Maintenance** – monitoring and modification to ensure or increase maintainability, including periodic monitoring/cleanup of log files and environment parameters
- **Change Control** – assessment of the scope and requirements of proposed change requests
- **Product Upgrade Support** – services support to plan and implement product upgrades

Jacada Solution Support benefits:

- Solution Investment Protection
- Remote & On-site Support
- Single Point of Contact
- Flexible Resource Allocation Options
- Maximize IT Investment & Resources



Note: Jacada Solution Support requires customer responsibility for providing all necessary access to facilities, systems and servers, networks, logs and configuration files, training, and third-party documentation and support contracts, and attending all scheduled meetings and reviews related to the Jacada solution. Any customer changes to networks or systems must be communicated in advance to Jacada. In addition, the customer must provide necessary updates to the development environment. Contact your Jacada Account Manager for details.

800-773-9574 (U.S.)
+44 20 3178 4803 (UK)
+31 878 756 883 (Benelux)
+49 89 5908 2140 (Germany)
+972 (0)9 952-5900 (Middle East)
+46 8 522 278 80 (Nordic)

www.jacada.com

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