



# Support Services

Expert level support for your critical business needs

## Why CoEnterprise Support Services?

When searching for a business partner to protect and support your business investments, you want a team that enables you to grow your business while providing security when you need it the most. As one of the few IBM Platinum Partners solely dedicated to IBM Supply Chain solutions, our industry-leading Support Services plans are designed to be flexible, cost-effective, and scalable as your business grows.

## Industry-Leading Support Services

Get production issues resolved quickly and easily, freeing your team to focus on what matters most—your customers. Our attention to detail ensures adoption and continued success of your B2B deployment and we will serve as your advocate when dealing with all third-party B2B product issues.

## Gain Critical Insights

Our Support Engineers schedule and maintain regular checkpoints (weekly, bi-weekly or monthly) to listen to your experiences and provide executive summary reports that detail ticket counts, time spent working on issues, and SLA timing. Service Level Agreement options include our Business Plan, Plus Plan, or Premium Plan (contact us for more information including response times and on-call coverage for each).



Platinum Partner

## We can also help with



**Triage of Trading Partner setup and connection issues**



**Translation services and mapping changes/corrections**



**Broad business process optimization**  
(filename changes, data delivery issues, development related queries, etc.)



**Infrastructure issues and environment support**



**Product and patch services**  
(Plus & Premium levels only)

## About CoEnterprise

CoEnterprise is an award-winning enterprise software and services company headquartered in New York City. Our Support Services division provides high-touch services to support customers' critical business systems. Syncrofy, our flagship cloud visibility platform, is a flexible, B2B solution that enables companies to gain valuable insights into their supply chain data collaborate with partners, and solve problems.

For more information, visit [www.coenterprise.com](http://www.coenterprise.com)

# CoEnterprise Support Services Plans

	Business	Plus	Premium
<b>Support Services</b>			
<b>Problem Management &amp; Vendor Management Services</b> Triage, troubleshoot, and escalate production issues. Provide focal point for coordination with IBM/Sterling Support	✓	✓	✓
<b>Trading Partner Support Services</b> Break fix, trading partner configuration and setup	✓	✓	✓
<b>Map Support Services</b> Triage, troubleshoot of production compliance and mapping issues	✓	✓	✓
<b>Business Process Support Services</b> Triage, troubleshoot of production Business Process issues	✓	✓	✓
<b>New Project Consulting Services</b>			
Use a bucket of consulting hours to onboard a new trading partner or develop a new B2B process		✓ Up to 10 hours	✓ Up to 10 hours
<b>Product &amp; Patch Services</b>			
<b>Product Update Services</b> Product sunset and Patching notifications	✓	✓	✓
<b>Product Patch Implementation Services</b> * Client is responsible for all QA testing	✓	✓	✓
<b>Infrastructure &amp; Communications Management</b>			
<b>Product Support Services</b> On-Call support of production B2B environments		✓	✓
<b>OS Patch Support</b> Provide support for OS patching of supported product environments		✓	✓
<b>Account Management</b>			
Yearly System Diagnostic Check	✓	✓	✓
Summary Management Level Reporting	✓	✓	✓
<b>Availability</b>			
<b>Standard Business Hours</b>	8am - 5pm Mon - Fri	24 hrs Mon - Fri	24 hrs Mon - Fri
<b>Production Down Emergency Support</b> 24 X 7 / 365 days a year			✓
<b>Response Times</b> Initial response time in hours (up to)	4 hrs – Low 2 hrs – High	3 hrs – Low 1.5 hrs – High	2 hrs – Low 1 hr – High