

1

One of the complexities of moving your system to the cloud is the responsibility of supporting your Advent products. Most cloud services firms focus only on the environment and operating system leaving their customers to manage all of their Advent products.

CSSI is offering their cloud services customers Advent upgrade and support services. These services work under a retainer agreement where customers are allocated an amount of time monthly for support and upgrades.

While the retainer hours would be primarily used for support, the unused hours can be used toward product upgrades in a given month. This allows the customer to maximize their support dollars.

What does it cover?

Advent Product Support:

- Answering Report Questions
- Troubleshooting Issues
- Opening Trouble Tickets
- Researching Issues & Solutions

Advent Product Upgrades:

- Apx® Upgrades
- Axys® Upgrades
- Moxy® Upgrades

What is the availability?

CSSI support staff can be reached by phone and email from 7AM to 5PM EST Monday- Friday.

CSSI can also arrange for extended hours on a case by case basis.

2

How does it work?

The customer calls on CSSI for their primary Advent support. CSSI then answers questions, resolves the situation or begins an escalation process. The escalation process would be a mix of internal CSSI resources and Advent support.

Since the escalation process may involve Advent it is important that CSSI is set-up as a third party representative so that CSSI can act on a customer's behalf. This allows CSSI to create support tickets, download new software, and receive notices from Advent.