

## Support Augmentation Services

For PeopleSoft® Systems

In the past, expert ERP support services were only available from the software manufacturer at great cost to the end customer. However, recent stabilization of ERP products allows for permanent reduction of on-going support and maintenance expenditures through 3<sup>rd</sup> party Support Augmentation services.


**Support Augmentation™** provides a named, primary Support Account Manager (SAM) dedicated to your organization's support needs. This engineer is matched to your hardware-software environment from our Internet database of PeopleSoft support experts, many of whom once worked inside the PeopleSoft support organization.

Each engineer has a minimum 10-15 years of experience in their chosen field of expertise. With Support Augmentation, your organization can easily access technical, configuration, and functional support experts on any PeopleSoft related issue.



Remember, our long term goal is to help your organization achieve LegacyMode™, where your **on-going maintenance costs equal \$0 (ZERO DOLLARS)**.

We are able to offer this unique value proposition by using the Internet to aggregate expertise and providing a clearly defined path to 'GO LEGACY'. In doing so, we can ensure the value and longevity of your product for many years to come without vendor support.

Selected Features	Applications Supported
<ul style="list-style-type: none"> <li>◆ Named, Primary Support Engineer</li> <li>◆ 30-minute Response</li> <li>◆ Monday thru Friday, 7am - 7pm CST</li> <li>◆ 10 – 15 years experienced engineers</li> <li>◆ North American Resources </li> <li>◆ 24x7 Support available</li> <li>◆ Short or Long Term Flexible Agreements</li> <li>◆ Fixes for Serious Issues</li> <li>◆ Largest, INDEPENDENT Support Network</li> <li>◆ Extended team model</li> <li>◆ Technical, Functional, Configuration</li> <li>◆ No More Vendor Support Fees!</li> </ul>	<ul style="list-style-type: none"> <li>• Human Capital Management (HCM)</li> <li>• Financial Management</li> <li>• Customer Relationship Management (CRM)</li> <li>• Enterprise Performance Management (EPM)</li> <li>• Supplier Relationship Management (SRM)</li> <li>• Supply Chain Management (SCM)</li> <li>• Service Automation (Project Mgmt)</li> <li>• Campus Solutions, Public Sector</li> <li>• Version 6.x, 7.x, 8.x</li> <li>• PeopleTools, Patching, Tuning, Backup</li> <li>• Database, App Server, Scheduler</li> </ul>

Support Augmentation Services are one component of an overall LegacyMode deployment. Complete LegacyMode services are available including Legacy Process Optimization™, Tax/Regulatory Updates, Encapsulation/Virtualization Services, and other legacy support, helpdesk and advisory services.