

You watch your business. We'll watch your solution.

Minimize risk and maximize business continuity and performance with Axway Mission-Critical Support.



AXWAY MCS OFFER

- Proactive, preventive and predictive services
- 24/7 support and efficient escalation management for rapid resolution of issues
- Dedicated MCS Account Manager coordinates all support services, provides regular calls, and makes onsite visits
- Designated mission critical support team with senior engineers and access to Axway development teams
- Up to 3 days on site support annually
- SLA-driven services with monthly reports to track performance

To stay competitive in the digital era, you can't run the risk of missing SLAs because your data integration solution provider didn't offer adequate, mission-critical product support. Axway Mission-Critical Support (MCS) goes beyond the typical call center service model to proactively predict and prevent problems that can affect your ability to meet your business objectives.

With the Axway MCS on your side, you can:

- **Ensure business continuity and mitigate risk.** An MCS Account Manager and team of advanced support engineers are available around the clock to immediately understand and respond to your questions and technical issues.
- **Maximize system performance.** A dedicated support team provides guidance, regular reviews and proactive, preventive and predictive services to continually tune and optimize system performance.

Mission-critical focus. High availability.

Axway MCS is the most comprehensive annual product support available from Axway Global Support Services, making sure your solution is always primed and ready whenever your business needs it. Your MCS team develops a deep understanding of your IT ecosystem and business needs and combines this unique knowledge with Axway Support and Product Development expertise to rapidly resolve any critical issue that may arise, before it happens.

Whether you need us to increase system performance or optimize a configuration, you receive priority treatment from the start, including a dedicated Account Manager who has direct access to the Axway product development teams that know exactly what to do.

Proactive, preventive and predictive.

THE VALUE OF MCS

- A representative and advocate at Axway
- A MCS team who knows your environment and understands your business needs
- Priority treatment to rapidly resolve critical issues
- Improved system stability, reliability and overall performance
- Increased business continuity
- Elevated focus on your business development while we provide critical support

LEARN MORE

Contact your Axway Renewal Sales representative at renewal.support@axway.com or an Axway Support manager to find out how Axway Mission Critical Support can help ensure the success of your business development.

MCS includes a full range of services, with an emphasis on preventive and predictive actions that eliminate downtime and mitigate risk to SLA compliance:

- **24/7 access to support.** Services are provided in all three regions (APAC, Americas and Europe) and are available at all times, regardless of issue severity.
- **A dedicated MCS account manager.** Your Account Manager serves as your single point of contact, working directly with you to address all of your needs.
- **Annual onsite meeting and regular calls with the Critical Account Manager.** Regular touchpoints to keep your project on track and ensure success post implementation.
- **A crack technical support team.** The MCS Account Manager works closely with a dedicated team of product experts.
- **Escalation procedures.** MCS follows clear escalation procedures based on the severity of the issue.
- **Product improvement process.** A structured process is in place to improve products, including product optimization, patch review and deployment, product updates and product roadmap.

Meeting SLAs. Yours and ours.

Axway performance is continuously monitored to ensure we are meeting our service level agreement with you. We provide you with a monthly report with key performance indicators (KPIs), including the number of tickets, their priority levels, and how quickly they were resolved. That way, you always meet your own SLAs.

What MCS customers are saying.

"The Axway product is very stable. MCS support is crucial for us, as it enables us to avoid system downtime that could generate financial penalties and lost sales."

– Gerhard Reimann, EDI Technical Team Lead, eCommerce Department, Continental Corporation

"MCS improves system stability and reliability for DB Schenker Logistics B2B environment. Various preventive measures, such as the pre-testing of patches and volume testing, mean there are no surprises. The benefit is that the product is stable. In addition, if there is an issue, we know we can get the system back on track, quickly and effectively... We're absolutely satisfied with Axway MCS. For us, it fully meets our expectations. Quite often, it exceeds them."

– Thomas Endries, Senior Vice President Corporate Customer & Enterprise Integration, DB Schenker Logistics

To learn more, visit axway.com