lithe Support Services

Deliver operational resilience.
Exploit product innovation.

Lithe Support Services ensure the smooth ongoing operation of our customers' business systems and identify opportunities for improvement. To customers using Lithe products or those of our technology partners, we deliver peace of mind, operational insight, and a path to trouble-free system modernization. Our support services ensure that:

⇉ Products run reliably and the impact on our customer's business operation of any issues that arise is minimized

⇉ Custom applications built on the products work as expected and meet or exceed performance expectations

⇉ New product innovations can be efficiently adopted by customers via product upgrades, service packs and hotfixes.

Support Services

Lithe Support Services team brings expertise, experience, discipline, and infrastructure that complements our customers' in-house capabilities. We offer a range of pre-packaged Support Services and can create custom packages for customers with unique requirements. Support Services can include:

- **Daily Health Maintenance**
  Checking the health of our customers' systems each day, we deploy runbooks to resolve commonly occurring issues.

- **24/7 Online Ticketing & Tracking**
  We provide a cloud-based ticketing and incident tracking system. Customers can log a support incident at any time and monitor progress as an incident is investigated and resolved.

- **Initial Triage & Troubleshooting**
  We quickly review each logged service incident and efficiently determine root causes.

- **Break/Fix Issue Resolution**
  Where an incident's cause is clearly identified and a fix or workaround is available, we deliver that resolution.

- **Bug & Enhancement Reporting**
  Where a product bug is identified and no fix is immediately available, we log the bug with the appropriate product team. We can also log requests for product feature enhancement.

- **Identification of Repeating Incidents**
  To support continual improvement, we can identify recurring incidents that indicate opportunities for system optimization.

- **Product Upgrades**
  We can help customers install any required hotfixes and can assist customers in deploying product upgrades.

- **CAB Management**
  We can lead, manage, or support a Change Advisory Board (CAB) process that assesses, prioritizes, authorizes, schedules, and implements product changes.

- **Partner Support Interactions**
  When troubleshooting service incidents related to a Lithe technology partner product, we can take full responsibility for interactions with that technology partner.

- **Periodic Support Reviews**
  We maintain records of service incidents and conduct regular reviews and analyses with customers of Support Services delivered.

Benefits

Resilient Operation

Ensure that business operations run reliably and without interruption.

Peace of Mind

Our SLA-driven services provide powerful peace of mind that help is available to resolve any issue that may arise.

Maximized Product Value

Derive optimal business value by making the best use of product capabilities.

Managed Modernization

Strategically plan upgrades and fixes to exploit product innovation and modernize business systems.

Continual Improvement

Lithe reporting, analysis, and regular reviews highlight opportunities for improvement in business and system operations.

Which Support Package do you need?

Lithe helps customers choose the Support Services that best suit their need. Backed by explicit Lithe response commitments, each customer is provided with a Support Services Package appropriate to their requirement.

Four Levels of Support Package

Lithe provides four levels of pre-packaged Support Services, ranging from Standard to Premium, designed to meet the different scope, coverage, term, and business resilience needs of most of our customers.

Backed by explicit Lithe response commitments, packages differ primarily on number of incidents included per quarter, response times to urgent, high, medium, and low priority incidents, and frequency of reporting and review meetings.

Custom Support Services

We can create a Custom Support Service Package where a Support Audit indicates a custom package will better meet a customer's support requirement.

Standard

Standard+

Enhanced

Premium

A Support Audit is the normal precursor to initiation of a Support Service and provides assurance that the most suitable Support Services Package is put in place. We recommend a Support Audit and normally require it where support is needed on a custom application built on top of a Lithe or partner product.

The Support Audit is a short, separately priced engagement which analyses the customer's technical environment, document processing and workflow automation needs, and support service requirements. It results in delivery of a written report and guides the selection of the most appropriate Support Services.

Support Audit

What is not included in Support Packages?

Lithe Support Services deliver resilience, business continuity, reliable performance, and operational insight. Tasks that are excluded from the scope of Support Services packages include the following:

Application Development

The Lithe Support team does not provide application development services. Lithe Professional Services team is highly skilled in intelligent automation and can, in a separately priced engagement, create new applications and enhance existing applications, for example by implementing document processing, workflow or form changes.

Technical Infrastructure

Lithe can provide input on best practices and advise on performance, security, and configuration topics. Provision, support, and maintenance of customer's technical infrastructure relevant to a customer's application, such as databases, servers, communication networks, and in-house and 3rd party applications, is the responsibility of the customer unless otherwise explicitly agreed.

Lithe Expertise

Lithe provides Support Services to a wide range of customers including large scale enterprises operating globally. Lithe team members have decades of in-depth expertise and experience in intelligent automation.

Our experience includes support of solutions performing Intelligent Document Processing (IDP), Digital Workflow Automation, Process Orchestration, and System Integration.

Contact Lithe

Lithe Support Services deliver peace of mind, so you can get on with business. Please contact the Lithe Sales Team to learn more about our Support Packages and Support Audit.

www.litheit.com