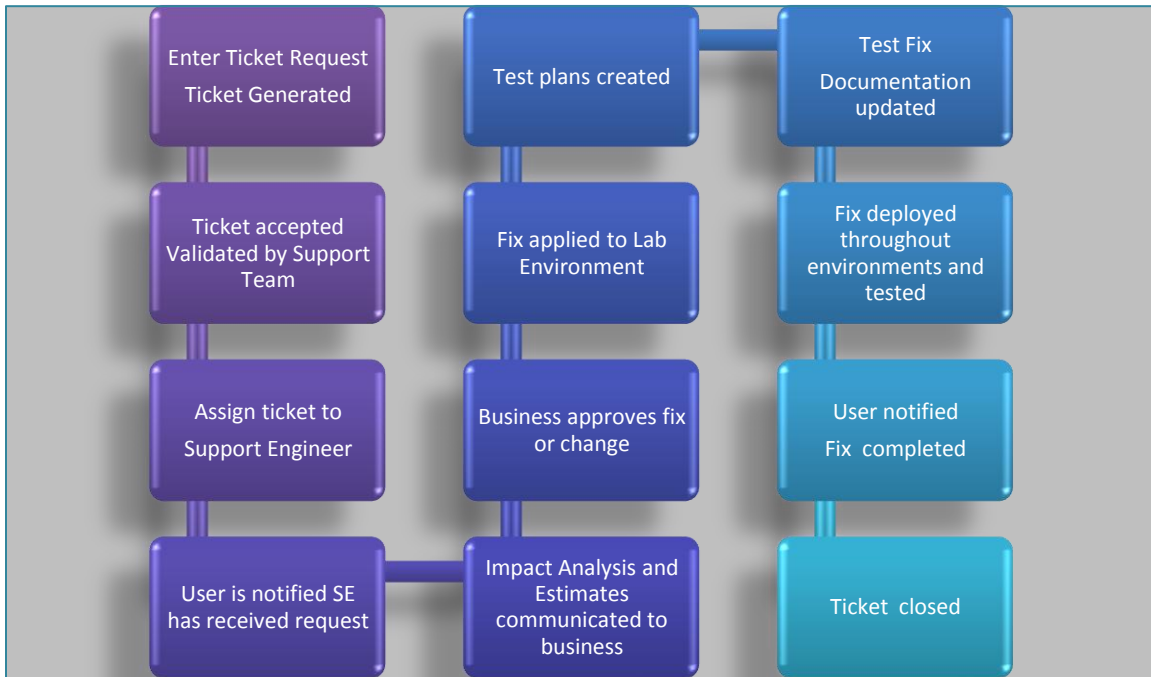


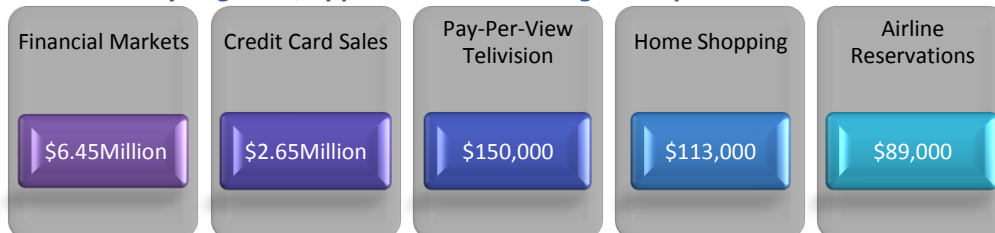
**Production Support - Response Time is Key to a Healthy Environment**



**Immediate Response Time: Immediate Response Equals Less Down-Time That Is Measurable**

- Response Time Matters – 24/7 Support. *Our Technology support division provides 2 hour or less response time. Real-Time support through Phone, Chat or Email. Benefits are globally recognized.*
  - Ticket Requests – Each ticket request is thoroughly reviewed for “Change Impact”.
  - Change – Requests are implemented through each environment and fully tested.
  - Configuration Elements – All outcomes are measured against expected values.
  - Process Integration – Follows mainstream Release Management practices unless business criticality mandates.
  - Communication – Ticket Requests are followed up with Request Submission person to meet expectations and closure.
  - Tracking tools – Tickets are evaluated for trends; leveraged for “new design” enhancements.

**Industry Segment/Application and Average Cost per Hour Downtime**



Source: International Data Corporation and Sun Microsystems (<http://www.sun.com/datacenter/continuity/availability/>)

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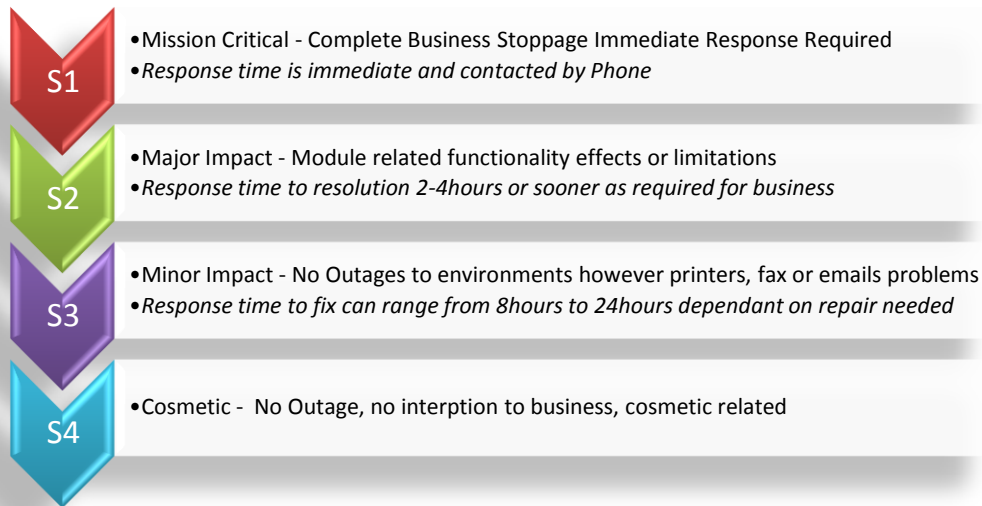
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*Production Support - Response Time is Key to a Healthy Environment (continued)*

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**Ticket Evaluation: *Ticket Request Analysis Insures Zero affects to Global Environment – 1<sup>st</sup> Time Right!***

- Ticket Evaluations: *Are performed to ensure Ticket Request will not negatively affect Global Environments – Test Scripts are enhanced to support new change and documented. Paradigm reduces costs while business receives Real-Time support.*
  - Global Community – Requests are evaluated against Global existing designs.
  - Prioritization – Requests are reviewed for Severity Impact: S1, S2, S3 and S4 non-business criticality.
  - Requests Performance – Requests are evaluated for optimization to Best Practices and execution efficiencies. Paradigm’s Environments Health Monitoring reduces risk of outages.
  - Ticket Requests – All output is captured and stored for historical reference.
  - Reporting Matrix – Standardized tools developed to track for completion and defects.



**Defect Management: *Advise Technology Health and Integrity; Solution Defects***

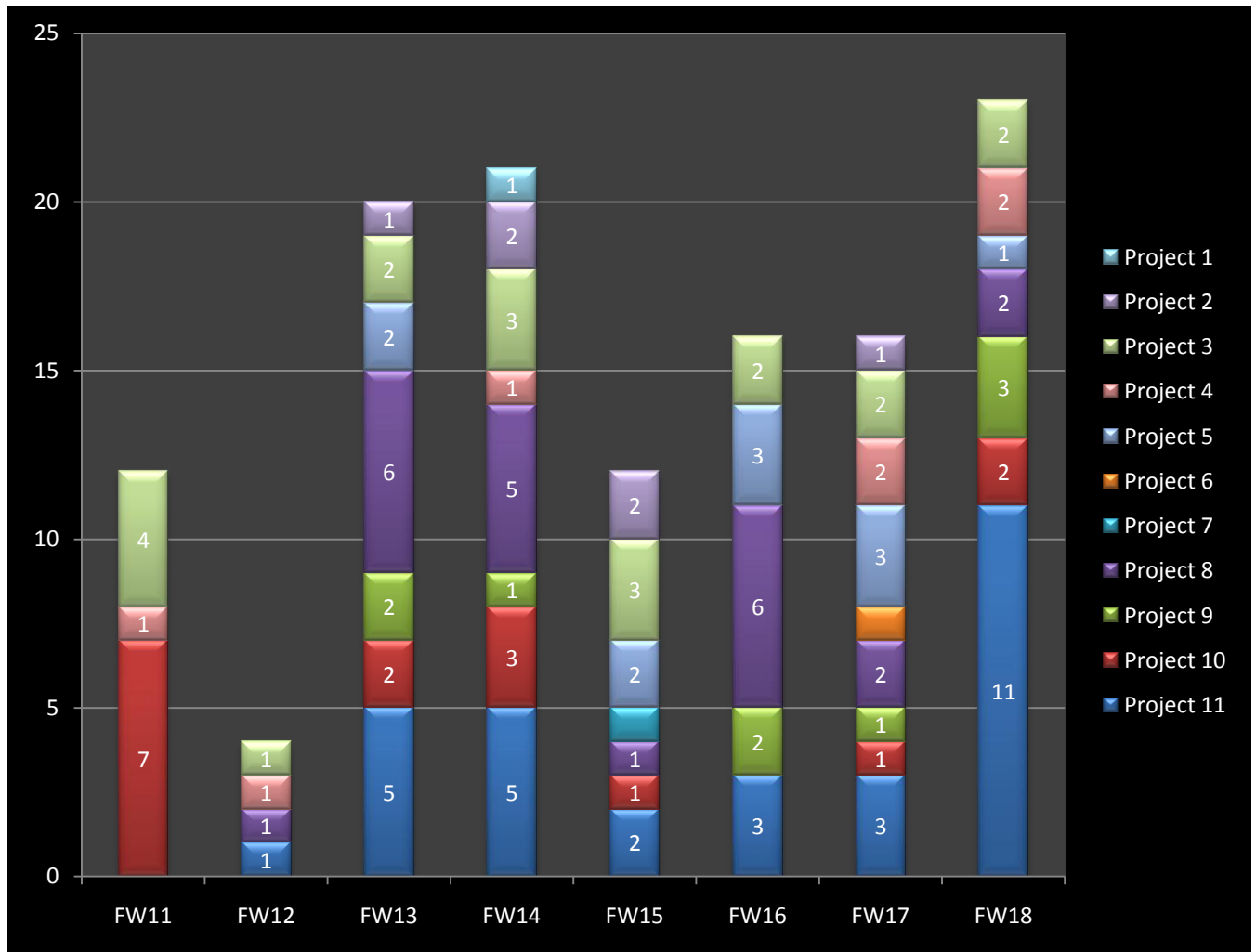
- Defect management: *Critical aspect of the project(s). Clearly communicating the progress of defects in an objective manner while escalating needs to appropriate business owners for resolution.*
  - Clear and Concise Data – Communication of all aspects of the deliverables to the appropriate business leads.
  - Defect Tracker – Log captured data in defect tracker tool with results and resolutions.
  - Global Communities – Communication using best practice standardized format/matrix.
  - Entrance Criteria – Qualify usage of instances based on defect risks and mitigations.

*Production Support - Response Time is Key to a Healthy Environment (continued)*

**Program Management - Go Live: *Paradigm delivers early to requirements reducing cost***

- **PM - Go Live:** *Whether it is Dev, QA or Production environments, Paradigm delivers strong value added program management – coordinate with Business Leads regarding Requirements and Deliverables.*
  - Release Management – Planning and Coordination mapping multiple business projects to test events with outages and requirements.
  - Communication Management – Project Matrix employs best practice measurement tools to identify GAPS in process and leveraging technology.
  - Schedule Management – On Time Every time! Using Agile and PMM methodologies for schedule management.

*Ticket Request Tracking Matrix (Example)*



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