



The A-Z Guide to Third-Party Software Support


Designed for Organizations
That Run Enterprise Software

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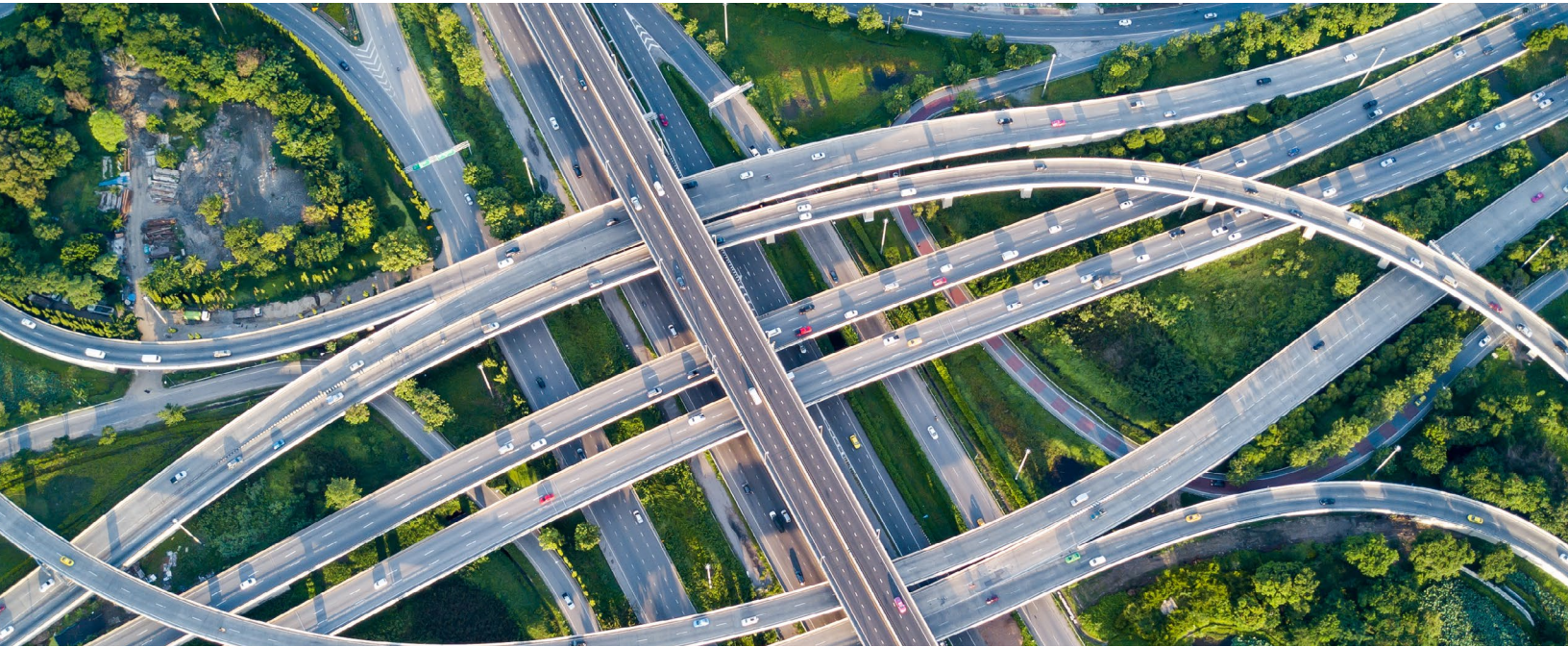
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Summary

For over fifteen years, third-party software support (3PSS) for Oracle has been an alternative to publisher support. Over the years, it has constantly evolved to meet the changing needs of the enterprise software market and to fill gaps not addressed by Oracle. Beginning with specific Oracle applications, third-party support is now available for virtually any Oracle on-premise enterprise or infrastructure product set. The most obvious benefits of switching from publisher support to a third-party software vendor include immediate cost savings, extending interoperability, improved quality of service, and taking back control of your IT roadmap.

We designed this guide as a starting point and single-source reference for 3PSS. It covers the A-to-Z of 3PSS, from what it is, why it's adopted, how you evaluate it, and what the actual customer experience is like. Whether you're an IT expert, C-level executive, procurement specialist, or application end-user, you will find valuable tips, stories, and advice to help you determine if 3PSS is the right choice for your organization.

What Is Third-Party Software Support (3PSS)?

In short, software support is an ongoing service that resolves unanticipated technical issues and includes general inquiries on usability, features, break/fix services, vulnerability management, tax & regulatory compliance updates, and interoperability support.

The first support service you'll have for your software is generally purchased from the publisher, along with the software, and it kicks in after you start using the solution(s).

These services — sometimes called maintenance — were delivered live via remote means such as email, telephone, or online communication so that you could work directly with engineers and developers to solve issues or have technical questions answered. Over the past five to seven years, publishers have increasingly restricted access to live engineers, instead promoting self-service support through online knowledge bases.

PUBLISHER SUPPORT DOES NOT COME CHEAP

Top enterprise software companies receive at least half of their revenue from support. For non-cloud solutions, the annual support expenses are 18–25% of the total license price — and those increase by 2–5% per year.

The cumulative cost of support begins to reach or exceed the purchase price of the original licenses after three to five years.

With traditional on-premise products, the first year's support costs are included with the purchase of software licenses, requiring continuous renewals for one or more years afterward. Annual support fees also include the rights to any release upgrades. The newer cloud

products (also known as Software-as-a-Service, or "SaaS") include support and upgrades in the subscription fee.

Most organizations budget for – and justify – these expenses, which can quickly amount to hundreds of thousands to millions of dollars annually. Using the logic that no one could be more capable of supporting their enterprise software than its publisher, they write the fees off as an unavoidable part of doing business. Eventually, the imbalance between incremental business value and costs is too much to ignore, which is when organizations start to weigh the value of their support against their own product and business roadmaps.

DEFINING SOFTWARE SUPPORT BY A THIRD PARTY

Third-party software support is an organization that's independent of the software publisher. It's always at least half the cost of publisher support but typically provides more services through an assigned support team and other personalized service components.

The term "third-party" can be a little confusing regarding software support. But when you put it in the context of, say, trusting a third-party mechanic to service your car instead of a dealer or calling a third-party repair service to fix your broken dryer; it's easy to see that "third-party" really means "specialty." Third-party support offers more convenience, interoperability, and affordability than the vendor, including phone systems, laptops, or mainframe hardware.

Third-party support for enterprise software has been around for more than 15 years. While it began with specific Oracle applications (JD Edwards, Peoplesoft, and Siebel), third-party support is now available for virtually any on-premise enterprise or infrastructure product set – including the newest versions. Most 3PSS vendors have teams of highly experienced engineers who hail from consultancies, integrators, or the software vendors themselves.

How Does 3PSS Differ from Software Publisher Support?

Depending on how long you've been working with enterprise software publishers, you likely have an opinion on the traditional software vendor approach to support. If you've never seen the 3PSS support model, it may require reevaluation of what support should include and how it should be delivered.

THE LIMITATIONS OF TRADITIONAL SUPPORT

You're probably already familiar with the limits of traditional support services. There is partial support for interoperability, no support for custom code, and security protection delivered with a patch-first approach. And then, on top of all that, there's the frustration of having to justify support for what you consider to be your highest priority (P1) issues.

You're probably also well-acquainted with vendor-mandated self-support, which inevitably leads to countless hours of searching for fixes — and fewer hours spent on your department's strategic initiatives. It's impossible to keep up with it all yourself, which often means settling for working with minor but unsolved bugs that will never be patched or developing customizations to address base software issues.

The business objectives of third-party support providers are entirely different from those of vendors, who are primarily "software-driven." Their standardized approach only solves a limited set of issues while promoting more software and upgrades as solutions. The highest business priority of a publisher is to push you toward a cloud solution that may or may not address your immediate business needs. If the publisher can get you to abandon your on-premise software for something newer, they've done their job — even if your software could run efficiently for many more years.

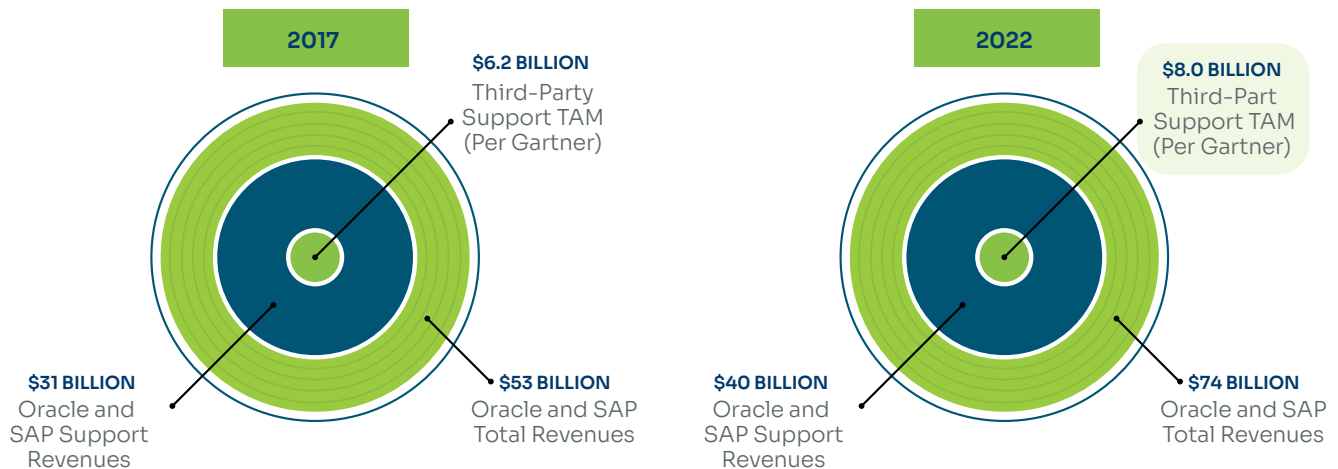
In contrast, third-party support is "support-driven." The emphasis will always be on more proactive and comprehensive responses that focus on solving issues more quickly, no matter the source or who is required to weigh in on the solution. For example, we focus intensely on the quality and value of customer service — and rather than putting our profits toward researching new products, we reinvest them into these customer-facing areas.



What Is Driving the Adoption of 3PSS?

THE GROWING MARKET FOR 3PSS SERVICES

The market for third-party software support is growing by about 30% per year. Gartner estimates that the Total Addressable Market (TAM) for third-party support could reach \$8 billion by the end of 2022 – a 26% annual growth rate (see figure below). The market has gained momentum from the publishers' attempts to push their existing customer bases to the cloud. Many supported applications, particularly the core systems of record, won't be replaced in mass by cloud offerings for another five to seven years.



Third-party support is implemented in more than 100 countries on six continents. Organizations from all industries and sizes have already switched, opting to receive high-quality service for their stable on-premise applications at a much more affordable price.

While the drivers for adoption vary by organization, they generally include one or all of the following:

- Disappointment with the quality of publisher support.
- Dissatisfaction with the high-cost structure of publisher support.
- A desire for greater flexibility in the adoption of cloud technologies.

FRUSTRATION WITH VENDOR SUPPORT QUALITY

Regardless of your industry, good customer service is generally defined by quality, response, and resolution times. For those reasons alone, it's no surprise that enterprise leaders are increasingly unhappy with the vendor-support model. Vendors will provide software enhancements, security upgrades, and tax and regulatory updates, and you'll still have the right to retain reasonable service if you stay current on newer releases. However, where fast access to seasoned engineers and developers was once the norm, customers with issues or questions are now directed to self-service knowledge portals for answers.

Vendor models also include AI and chatbots designed to help you diagnose and resolve issues. Still, the automated, one-size-fits-all approach often leads to frustration and extended delays. For example, most organizations have customized and interconnected systems where self-service portals offer little assistance in diagnosing or resolving issues with interoperability and custom code.

And even when you have live assistance, your initial calls to publishers will often be with junior customer service representatives — who cannot understand or resolve many of your issues, thus wasting more time and energy. Never mind that your employees will likely have to repeatedly provide background information on their technical environment to justify submitting a service request.



DECREASING VALUE FOR INCREASING SUPPORT FEES

As mentioned, publisher support starts off expensive and becomes increasingly more so with annual scheduled increases of 2–5%. Many IT leaders have watched helplessly as support fees balloon into one of their most oversized budgetary line items. Loyalty discounts or discounts for bundles of licenses only help so much.

Suppose your software product is fairly new on the market or is a fairly new customer deployment. Vendor support is a reasonable service option, given new product bugs, continuous functional enhancements, and a defined version upgrade path. However, the more your system is customized, and your product matures, the more your publisher's support value comes into question.

If your organization exists in a stable industry and technical environment, has upgrade cycles greater than 36 months, or operates a highly modified software version, that makes it challenging to apply software patches or fixes. You're likely paying for services you'll never use. On the bright side, your IT team won't waste valuable time and effort testing and implementing upgrades.

But if you intend to hang onto your current version, your level of support will inevitably diminish as crucial service features and access to experts are steadily removed. Vendor support may place your software in a "continuous innovation" state, which means it's deemed as "end of life." Behind the scenes, your fees for on-premise software support are no longer reinvested into those same systems. Instead, they are directed to researching, developing, launching, and promoting new cloud solutions and acquisitions. Of course, this alignment serves the publisher far more than you — but it's designed this way so you'll feel pressured to follow their cloud roadmap (a forced re-licensing and re-implementation event), even if you're not ready.



FLEXIBILITY AND THE ADOPTION OF CLOUD TECHNOLOGIES

Virtually every CIO is on a path to the cloud. Depending on your application landscape, surrounding technologies, geographic footprint, industry, business strategy, and target timeframe, you'll have to make the difficult application migration choices that are right for your roadmap: Should you "lift and shift" to public cloud as an interim step, or should you immediately opt for a SaaS modeled solution?

But what if you're not ready to move to the cloud? Despite numerous vendors' aggressive tactics to pressure you into migration, there's no need to rush. Instead, you might switch to 3PSS to receive quality system maintenance while you plan your cloud roadmap and get help with migration when right.

Third-party support is helping customers migrate to the cloud in the following ways:

- Delivering savings on annual support fees for stable on-premise applications. Don't worry if you're still developing your cloud strategy. Your on-premise application will likely still operate well for many more years. Third-party support will keep it running until you're ready to migrate.
- Buying time to investigate and identify optimal migration strategy. Keep your current system running at peak efficiency for as long as possible while you figure out funding and wait for cloud solutions to mature appropriately.
- Providing the resources needed to support future IT initiatives. We'll connect you with engineers who have the expertise to support your current application environment while you prepare your internal team for the digital/cloud environment.
- Offering adaptability that makes a difference to your organization's bottom line. As you move from on-premise to cloud, third-party support's commercial terms remain flexible, aligning the services and fees with your ever-changing IT infrastructure conditions.

Why Do Companies Switch to 3PSS?

IMMEDIATE COST SAVINGS

Most organizations are initially attracted to third-party support's cost model, which immediately saves them 50% – 62% in maintenance fees compared to vendor-provided support. Making the switch is undeniably one of the easiest ways to reduce one of your budget's most significant expenses. You can either reallocate those precious funds to strategic IT initiatives (e.g., new software, hardware refresh, new hires) or recognize them in bottom-line savings.

Your IT department can also accrue savings by avoiding unnecessary version upgrades and/or redirecting the efforts of internal staff, focusing on self-support and customization support. Additional pricing factors may include concessions for multi-year support agreements, discounts for licenses you're not using, or deciding to consolidate managed services and consulting with your maintenance agreement. These savings can all add up to much more than 60%, but be wary of any 3PSS service that claims you'll save 90% — that's usually more marketing hype than reality.

MIGRATIONS, FINANCIAL HARDSHIP, AND INNOVATION & DIGITAL TRANSFORMATION



MIGRATION



FINANCIAL RELIEF



SUSTAIN AND TRANSFORM

MIGRATING TO A NEW ENVIRONMENT

It's relatively common for organizations to switch to 3PSS when they're migrating from one on-premise environment (e.g., JD Edwards) to another (e.g., SAP) or from an on-premise environment to the cloud (e.g., Siebel CRM to Salesforce). Your third-party support vendor will maintain your existing environment until your migration is complete, saving you 50% – 62% on maintenance fees.

SEEKING SHORT-TERM FINANCIAL RELIEF

3PSS is ideal for organizations that need short-term cost relief or are mired in financial hardship. Switching over will unlock immediate cost savings and positively impact your organization's financial performance. Plus, 3PSS can be a lifesaver if your company is owned or partially funded by a private equity firm that mandates quick growth and/or dramatically reduces operating costs.

INNOVATION AND DIGITAL TRANSFORMATION

More than ever, organizations are switching to 3PSS because they're moving to the cloud and want to innovate — and 3PSS facilitates company transformation and innovation through numerous modalities, including integration, interoperability, roadmaps, lift-and-shift, and security.

What Prevents Organizations from Adopting 3PSS?

Of course, no two organizations have the same leadership, culture, or budget, so many customers are unaware that 3PSS can save them time, money, and frustration. Others keep putting off the decision until months or years have passed.

That said, if you're invested in pushing the dialogue forward at your organization, tons of resources and thousands of testimonials and case studies are available. Take some time to check out market analysts such as Gartner, Forrester, or IDC — they'll have plenty of guidance on the market, including pros, cons, and key criteria that'll help inform your decision-making.

In our experience, we commonly see organizations hold off on 3PSS for one or more of the following reasons:

TIED TO THE VENDOR'S ROADMAP

- If you like staying current with the latest software versions — and intend to follow the vendors as they lead you to the cloud — then third-party support is likely not a good fit. Similarly, if your plans include moving directly to the publisher's cloud-replacement solution, then the advantages of third-party support become less relevant. In such cases, where you're committed to the roadmap, technically and philosophically, the fees may be worthwhile.

TEAM HAS CONCERNS ABOUT THE BUSINESS RISKS

- It's natural to be overly cautious about making any changes that impact your mission-critical business systems. Whether these perceived risks are accurate is something to determine in your vendor evaluation process.

THE TEAM HAS CONCERNS ABOUT THE TECHNICAL RISKS

- Discuss any concerns about the technical risks of switching to 3PSS in your vendor-evaluation process.



Regarding technical concerns, it's essential to recognize that publisher-support infrastructures are no longer set up to solve problems via cross-functional teamwork. While knowledgeable, product-based support resources work in isolation, they don't often work well (or at all) with other teams to identify and resolve issues on proprietary products, technology-stack components, interfaces, and non-proprietary products.

Third-party support is not concerned with where an issue originates, whether in your applications, technology stack, standard code, custom code, or interfaces. We're committed to helping you resolve any issues you're experiencing, including those outside your base application code, whether in customizations or integration points.



PUBLISHERS CAN MAKE LEAVING HARD

As the value of publisher support's maintenance costs and quality continue to come under fire, and third-party support has skyrocketed in popularity; vendors have become more aggressive in defending their multi-billion-dollar support stream. As you might expect, they're not too keen on losing their maintenance customers without a fight — and they've begun setting up roadblocks to leaving that include:

- Complex software licensing and support policies
- Sales tactics designed to drive customers to the cloud
- Threats of audits
- False claims that 3PSS can't provide security protection
- Questioning the legality of 3PSS
- False claims that leaving will damage your overall relationship with them

If that doesn't work, your vendor may offer free software trials, universal credits, and deals on exchanging support dollars for cloud credits.

While such temptations may be worth considering, it doesn't mean your support will improve. You'll still be stuck with impersonal, low-quality service and disproportionately high support fees. Plus, those cloud credits are designed to lock customers into their product roadmaps — so before accepting any such deals, be sure you can still follow your path.

A BOTTLENECK IN THE DECISION-MAKING PROCESS

When switching support vendors, it's still a decision not to make a decision. You may have done all the necessary research and due diligence on third-party support but can't fully align your organization to making the transition. Maybe some of your stakeholders are overthinking the risks, succumbing to institutional inertia, or postponing the decision-making process because there isn't enough support. Sometimes, it takes a change in leadership or a shift in business strategy before a move to 3PSS becomes possible.

Third-party vendors regularly encounter minor concerns that shut down the effort to improve software support. Most can be resolved with informative conversations, case studies, and/or data. During the selection process, holding internal meetings with stakeholders from multiple departments can be beneficial in gathering diverse viewpoints from different business lines.

How Do You Select a 3PSS?

SELECTING A 3PSS PROVIDER

Many organizations follow a similar decision process: They assess their support and application needs, find and evaluate potential 3PSS providers, and finally select.

COMMON QUESTIONS TO ASK YOUR ORGANIZATION ABOUT THIRD-PARTY SUPPORT

When you first start contacting 3PSS providers, you'll need to have some relevant information about your organization's software handy. To prepare, it may help to consult with your IT team or multi-departmental committee on the following:

- Which products are we paying to support, what are the associated costs, and how will those costs change in the next year?
- Are we logging service requests for a specific product or all our product suites?
- What are our support call volumes, and are we logging enough service requests to justify our current support spend?
- How many products do we own licenses and pay support for that were never deployed or are no longer used?
- Is an update release planned for our current software on the product roadmap? Which is the current version being run, and are there any versions that have been released but aren't yet installed?
- What's our five-year strategy? Do we want to remain on our current application versions, migrate to an entirely new application, migrate to the cloud, or adopt a hybrid model?
- What is our business justification for investing in a new release or cloud solution? Are our applications still working efficiently?

COMMON QUESTIONS TO ASK THIRD-PARTY SUPPORT VENDORS

Comparing 3PSS providers will be much easier when you have them answer a prepared list of relevant questions. Here are a few good ones to include:

- What's your average response time, and what's your escalation process?
- What type of security and vulnerability protection do you offer?
- What are your typical contractual terms and conditions? Are they flexible in case our business conditions change?
- Do you provide extended services if we have additional projects or application needs beyond the standard support contract?
- Is your company the subject of any legal litigation?
- Can we access your financial statements to validate revenue, balance sheet health, etc.?

websites of whichever 3PSS providers you're considering is always helpful. If you're a Gartner client, you also have access to additional relevant content and to analysts who follow the specific industry.



What Are the Steps of the Evaluation Process?



VALIDATE

TYPICAL DURATION: 1 WEEK

Purpose: Before we dive into the details, we want to ensure we're a good fit for you by reviewing our agreement and asking high-level questions such as, "What kinds of issues are you facing?" and "Can we properly support your unique product set?"



DISCOVERY

TYPICAL DURATION: 1 – 3 WEEK

Purpose: Both parties then sign a mutual non-disclosure agreement (NDA) and begin the Discovery process, which generally includes:

- Product inventory/spend analysis
- Unused software vs. Product-in-use analysis
- Common license set/support-level assessment
- Ticket history analysis from the previous two to three years (types, priority level, etc.)
- Global tax and regulatory needs assessment
- Global support team/language needs assessment
- Support-lifecycle-plan assessment (divestitures, product retirement schedule, etc.)



SCOPE

TYPICAL DURATION: 1 – 2 WEEKS

Purpose: We can assess your software-support needs upon gathering your information and data. Ideally, we'll continue to work closely with you to align results with your staff's capabilities and your IT roadmap and strategy.



PROPOSE

TYPICAL DURATION: 1 – 2 WEEKS

Purpose: Now we can start assessing proper pricing, plus terms and conditions, aligning services to your specific needs. By the end of this stage, we'll have a formal proposal, our pricing, a draft of our Master Services Agreement (MSA), and a draft of our Statement of Work (SOW).

As mentioned earlier, when it comes to pricing, the starting point for third-party software support is 50% – 62% of a customer's current publisher-support spend. This is rationalized further for unused software (or "shelfware") and unused licenses.



PROVE

TYPICAL DURATION: 3 – 6 WEEKS

Purpose: It's time to clarify the solution and support model you need and assemble the necessary details for your contract. We may have to dive deeper into your security, risk profiles, and tax and regulatory compliance. You may also ask for references and speak with other current 3PSS customers with similar systems and needs.



CONTRACT

TYPICAL DURATION: 2 – 3 WEEK

Purpose: Next, we'll go over your contract and the execution of our MSA and SOW. You should expect flexibility that aligns with your product landscape and business needs. If you don't already have an agreement you'd like to use, third-party support providers have a Master Agreement that we work under, and we'll create a mutually accepted SOW with a tightly defined scope (defined by SLAs). Our flexible business terms include the number of years for the contract and allowances for changes in business conditions (e.g., spin-offs and divestitures, employee or site reductions, product decommissioning, and product additions). We recommend you sign our contract with enough time to archive before your publisher contract expires.



ON BOARD

TYPICAL DURATION: 3 – 12 WEEKS

Purpose: Now we start transitioning to third-party support, which includes assigning you a support team, holding a formal kick-off meeting, creating an archive, and transferring and transitioning knowledge from software publisher support.



What is the Typical 3PSS Customer Journey?

Your Assigned Support Team

Immediately following the scoping phase, you'll be assigned a permanent customer success team hand-picked for your organization. Running Point is an assigned Account Support Lead (ASL), an industry expert with an average of 16+ years of experience. The ASL becomes an extension of your internal IT department and serves as your single point of contact throughout the contract's life.

You'll also be assigned a team of named engineers and archivists, determined by your application environment, technology stack, ticket history, geographic footprint, language requirements, IT staff capabilities, planned IT roadmap, etc.

Our teams combine application, development, technology, security, interoperability, and cloud experts. Your team will know about every ticket you've logged, your conversation with them, and your unique technology-stack landscape.

Our engineers operate from up to eight global operations centers in strategic locations worldwide. This global team works on high-priority (P1 and P2) issues through an efficient hand-off from one team member to another, using a follow-the-sun, 24 x 7 x 365 resolution process. Because your team is familiar with the specifics of your deployment, the transitions are smooth, and issues are quickly resolved — and because of their extensive background experience, your assigned team has seen it all. The team is fully equipped to support your application versions within a wide range of combined surrounding technologies. Our current customers have found that their assigned teams adjust to their evolving needs and assist in advising on their roadmap, all while ensuring that their applications remain available, effective, and secure.



Onboarding Your Organization

Before the cutover, our customer success team and ASL will lead you through a phased onboarding process to ensure a smooth transition to third-party support. This onboarding process drives the following:

Clear roles and responsibilities — We'll work with you to identify crucial roles, responsibilities, communication protocols, and resources. You'll know who's handling each onboarding activity.

Project management — Using the proven ISO 9001:2015-governed processes, we'll inform you about necessary action steps, predictable timetables, task owners, and progress for a seamless transfer. For every step of the process, you'll know what will happen, when, and who will take charge of it.

Knowledge transfer — Using our established approach, we'll learn about your environment during onboarding, including your customizations, previous support issues, and relevant business processes — and we'll begin building relationships with contacts on your staff. This helps our team deliver tailored, effective support during live operations, from the first call to resolution.

Each phase of our onboarding process supports the continuous knowledge transfer of your practices, processes, culture, and technologies to the core team— and its duration depends on several factors, including your system's complexity and the scope of services you need.



Creating Your Archive

Archiving is the download and storage of relevant software and data you're legally entitled to download and store using an ISO 9001:2015-certified archival approach and ISO-27001:2013 processes for data security.

Following the discovery process, your assigned archival team will create a searchable library on your network that includes licenses, uninstalled upgrades, patches, and related materials. You can retain, access, implement, and use the archived material as we advance.

This archive only contains the information you were legally permitted to download as a support customer. This way, we also carefully protect the software publisher's intellectual property (IP) rights. Archiving occurs after you've decided to switch to 3PSS but before your publisher maintenance contract ends. Depending on your application landscape, you'll want to budget four to 12 weeks to allow enough time before your cutover date — especially before the end of the software publisher's fiscal year.

Ticketing and Issue Resolution

Support should be fast: Responses to issues should arrive in minutes. When you say a ticket is a high priority, we believe you and guarantee a response within 15 minutes. SLAs provide response times for tickets of lesser priority. Our leading objective is to ensure that every issue you send us is resolved promptly.

Submitting Tickets

3PSS covers diagnostic services, product fixes, and/or operational workarounds for software issues identified in standard delivered code.

This section describes the various types of support and processes you should expect from 3PSS.

Break/Fix Services

If you're like most customers, you have some degree of custom code to support the unique business needs that your software was not designed to handle. That said, many issues originate in custom code at the application, tools, and database levels. 3PSS vendors troubleshoot and resolve problems that customizations may have caused. If you have any issues related to existing customizations, engineers will work with your resources to analyze them. If the root cause is the core software code, we'll develop a fix for it; if the root cause is with the custom code, we'll guide whatever changes you need to support the customization.

The most common method we use to deliver fixes is through a remote connection to your environment, where issue analysis, troubleshooting, and debugging occur. Once your issue is isolated, a solution is designed and tested within your test environment/sandbox, affecting only the required changes and minimizing the impact on other programs and objects.

As a rule, software publishers don't support customized code. Usually, they require the installation of a packaged update that may contain changes you don't want in other parts of your application, including your customizations. This increases the risk of "breaking" other parts of the application, resulting in lost time, frustration, and greater expense to you. Vendor-patch installations usually require significant regression testing that increases the time it takes to deliver a production solution, especially if you need to test multiple areas of functionality.

Third-party support lets you keep the software modifications and updates created for you — on your servers. In doing so, we ensure your specific work product and any related supporting documents used while solving the issue are available to you when needed. The resulting code fix is your property and/or that of the software vendor and IS NOT stored on our computers once the case has been closed.

Interoperability Support

Third-party support helps maintain your interoperability and manage the changes in diverse applications, databases, and other system layers of any technology stack that might have a ripple effect across your

Technical Advisory Services

Third-party support provides advisory services as part of our standard support model, including virtualization, cloud migration, license compliance and audit defense, and roadmap planning. We include these services to help you make more informed technical and business decisions.

Security and Vulnerability Management

Depending on the software version, publisher support provides security patches for some customers, and these patches are terminated when you switch to 3PSS.

When you transition to third-party support, we'll provide you with a far more comprehensive vulnerability

management solution at no additional charge, and it is included as part of our standard agreement. We author fixes that don't require access to publisher patches, with each fix catering to your unique needs — meaning you won't have to worry about any side effects on other parts of your system. And because they're on-demand and specific to you, we can test and implement them much faster through changes that have little to no impact on the actual code.

Global Tax and Regulatory Compliance

Governing authorities in dozens of countries and all 50 U.S. states implement tax and regulatory changes throughout the year. The software publisher typically provides these in one-size-fits-all updates. In contrast, 3PSS delivers custom updates by continually researching, monitoring, and gathering specific requirements on your behalf.



Our personalized tax and regulatory process is also proactive and delivered in timely updates. We'll work directly with you to schedule and implement all required changes. Our tax and regulatory solution includes:

- A standardized, repeatable process for delivering tax and regulatory updates
- Personalized net-change documentation and test scripts
- Implementation code changes specific to your software version
- Quality-assurance testing for all changes
- Comprehensive follow-up and support for all changes
- Routine communication throughout the year that prepares you for changes to your tax and regulatory environment

Our tax and regulatory experts have developed a proprietary research database that quickly scales these services and solutions whenever they identify new companies and country requirements. Our ISO 9001:2015-certified process minimizes risk by helping you prepare for cyclical and new changes across the tax and regulatory landscape.

Customer Success and Additional Services

Regarding account management, our Customer Success team focuses on our overall relationship with you throughout your entire customer lifecycle. Customer Success works with your organization's leadership, holding quarterly or semiannual executive sponsor meetings to support escalation management, roadmap, and strategic planning.

After switching to 3PSS, many customers realize they suddenly have the budget (thanks to those cost savings) for additional services. Third-party support offers add-on services, and a customer can conveniently append them to their existing contract. These can include:

Offboarding From Third-Party Support

Some organizations stick with 3PSS indefinitely, while others see it as a time-limited option for a specific project, like a migration between environments or from an on-premises to a cloud solution. Regardless, third-party support offers cloud migration advisory services that'll free up your time and resources for an accelerated journey to the cloud.

The process is straight forward:

1. Work through any outstanding issues to find suitable resolutions when possible. If we don't find a resolution by the service termination date, a support engineer will transition the issue to you with all its related documentation.
2. Provide an Issue Management Report that includes all of your ticket activities.
3. For your internal customer systems, deactivate all access granted to us, including VPN connections, user profiles or IDs, TeamViewer (or similar remote-connection tools) sessions, and shared support folders.
4. Ensure backups are made of information within the shared support folder, as it may contain code changes and documentation.
5. For 3PSS Systems — The day after the service-termination date, deactivate your access to the ITSM system (e.g., JIRA), your profiles, and all related address book records.

Regardless of what publisher support has led you to believe, you can always return to their support without negative consequences. Third-party support follows software publisher and industry-standard best practices for code changes and documentation so that you can return to the software publisher's support without the risk of technical or legal issues. And keep in mind that you can renegotiate terms with publisher support that works in your favor, knowing that they'll always take you back. Of course, you will always be welcome to return to 3PSS for future projects.



The Benefits of Third-Party Software Support

THE BENEFITS OF THIRD-PARTY SOFTWARE SUPPORT

Enterprise software systems are a huge investment because they're meant to become the backbone of your organization. As such, they require proper support to continue functioning smoothly and reliably. While publisher support may have promised you stellar service at a fair price, they inevitably become too costly and provide less and less value for a lower and lower quality of delivered services.

BENEFIT: IMMEDIATE COST SAVINGS

With 3PSS, you'll immediately save an average of 50% – 62% in maintenance fees. On top of that, you'll save on additional soft costs by avoiding unnecessary version upgrades or migrations.

BENEFIT: HIGH-QUALITY AND RESPONSIVE SUPPORT

Third-party support vendors provide your organization with an assigned account leader and named engineering team so that when you reach out for help, you always reach experts who understand your enterprise environment and its history. You'll get faster responses, faster issue resolution, and less frustration. IT staffs no longer need to solve problems via time-consuming knowledgebase searches and can redirect their attention to strategic, value-added projects.

BENEFIT: RETAIN YOUR STABLE SYSTEM, FULLY SUPPORTED

You need the stability of your business-critical software to run well. Unlike publisher support, the third-party support vendor owns the issue, no matter where it originates. Services include:

- Break/Fix Services
- Global Tax & Regulatory Compliance
- Security & Vulnerability Management
- Technical Advisory Services
- General Inquiry & Advisory
- Archiving Services

BENEFIT: PREPARING YOU FOR YOUR DIGITAL TRANSFORMATION

Every day, we hear from frustrated CIOs who tell us that their teams aren't working on what matters most to the organization and don't have time to prepare for the future. Because publisher support has morphed into a self-service, portal-centric model, staff members spend inordinate time resolving issues themselves. 3PSS frees CIOs up to work on other projects that enable digital transformation, fulfill business initiatives, and prepare existing staff for transitions to new technologies, like the cloud.



SPINNAKER™ SUPPORT

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.

To learn more, visit
spinnakersupport.com

