SPINNAKER
SUPPORT

AI-Assisted Issue Resolution forYour Critical Systems

Resolve issues faster with AI-assisted enterprise software support

With Spinnaker Intelligence, our time to close is 21% faster

SPINNAKER DETECT PROVIDES 24/7 MONITORING FOR MISSION-CRITICAL SYSTEMS:

- Oracle
- SAP
- JD Edwards

System downtime is detrimental to any business as innovation and ROI drive organizational priorities. To maintain high performance and deliver exceptional customer support, IT teams must respond rapidly to issues when they occur to mitigate any potential risk.

However, internal engineers and technical support alike often require time to investigate the cause of an issue and develop a fix to get the system fully operational.

Spinnaker Intelligence is an AI/ML tool that assists with rapid issue resolution. Leveraging a vast quantity of anonymized historical data, Spinnaker Intelligence augments Spinnaker's expert engineers by enabling them to quickly and easily tap into the collective experience across Spinnaker.

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Spinnaker gives organizations commercial flexibility, an intelligence-driven employee culture, and a choice on how to support your technology ecosystem. Spinnaker Intelligence provides a full suite of expert services enabling your organization to:

- **Enhance customer support** by minimizing downtime caused by system issues

- **Increase operational efficiency** with AI-assisted issue resolution that delivers fixes faster

- **Improve service quality and consistency** by leveraging prior issue-resolution strategies

- **Mitigate Risk** through improved security, compliance, and process

SPINNAKER INTELLIGENCE AUGMENTS SPINNAKER SUPPORT

Spinnaker delivers expert issue resolution as part of our third-party support and managed services offerings. While every Spinnaker engineer has extensive experience with enterprise software systems, Spinnaker Intelligence ensures that customers benefit from new innovations and solutions across our portfolio.

Spinnaker Support has helped over 1300 customers improve their enterprise software support experience and achieve their strategic IT objectives. With Spinnaker Intelligence, each customer gains access to the collective experience a nd knowledge of the community.

CUSTOMER SATISFACTION SCORE

98.1%

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SPINNAKER IS YOUR TRUSTED PARTNER

Spinnaker Support has helped over 1300 customers improve their enterprise software support experience and achieve their strategic IT objectives. With Spinnaker, you will receive expert service with the goal of bringing peace of mind to your organization through:

- **Extended coverage, with 24x7x365 support**
- **Faster response and ticket resolution**
- **Personalized service support**
- **Expert engineers and technicians**
- **Cost savings**

SUPPORT AT EACH STEP OF YOUR JOURNEY

Spinnaker provides a suite of services that empowers your organization to take control of your technology strategy and maximize the value of your investments wherever you are in your technology ecosystem journey.

- **Spinnaker Support for Oracle, SAP, and JD Edwards**
- **Spinnaker Shield**
- **Spinnaker Link**
- **Spinnaker Intelligence**
- **Spinnaker Detect**
- **Spinnaker Managed**
- **Spinnaker Consulting**

For more information, please contact us at **www.spinnakersupport.com**

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.