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SUPPORT

Third-Party Support & Managed Services

Understanding the differences in support
and the benefits of each

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THIRD-PARTY SUPPORT & MANAGED SERVICES

The following is intended to provide a comparison of Spinnaker Third-Party Support and Managed Services, including an example to illustrate the differences in support and how both services work together in providing an overall support solution for your environment.

Table of Contents
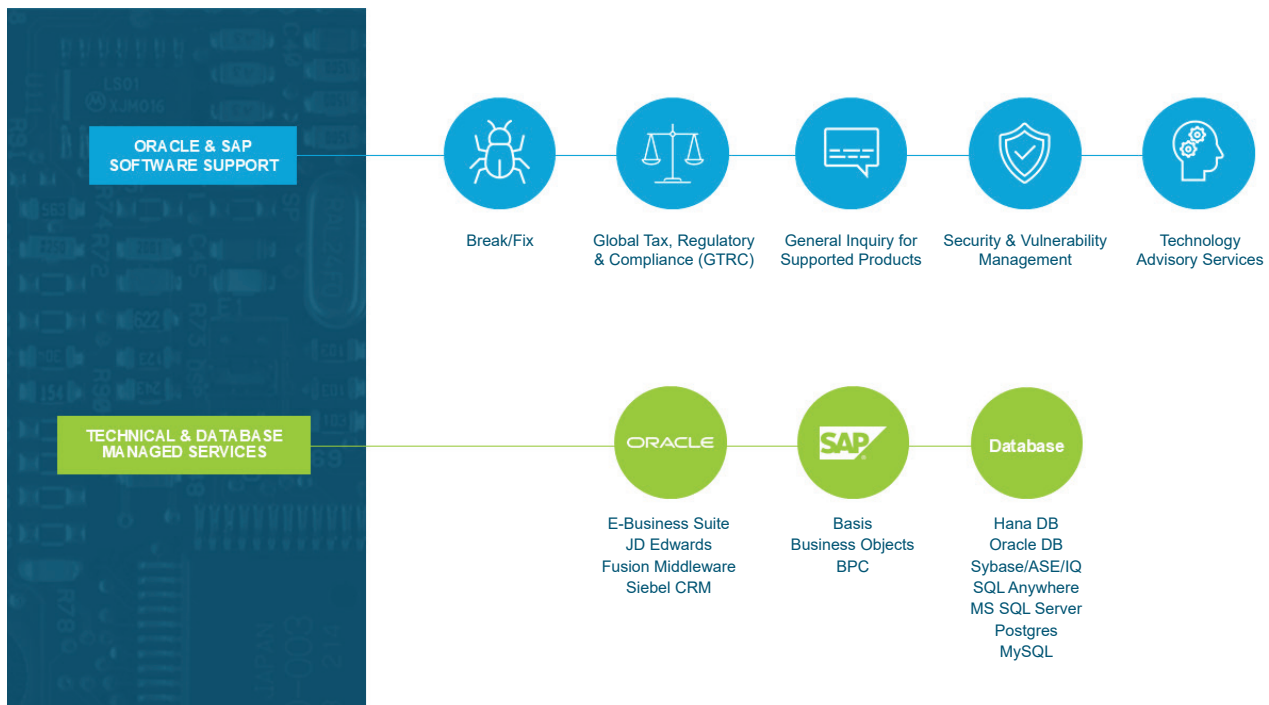
Third-Party Support

Spinnaker Support is a leading global provider of Oracle and SAP enterprise software support.

THIRD-PARTY SUPPORT

Third-party support is a direct replacement of vendor support by a company that is not the original software publisher. Third-party support includes break-fix services, security and vulnerability management, technical advisory services, and general inquiry and advisory.

The cornerstone of our service offering is our software support – a replacement of the annual services from Oracle or SAP ("third-party support"). This includes – as standard – the five areas of service shown in the graphic below next to the "Oracle & SAP Software Support" box.

ORACLE & SAP SOFTWARE SUPPORT

| Break/Fix | Global Tax, Regulatory & Compliance (GTRC) | General Inquiry for Supported Products | Security & Vulnerability Management | Technology Advisory Services |

TECHNICAL & DATABASE MANAGED SERVICES

ORACLE
E-Business Suite
JD Edwards
Fusion Middleware
Siebel CRM

SAP
Basis
Business Objects
BPC

Database
Hana DB
Oracle DB
Sybase/ASE/IQ
SQL Anywhere
MS SQL Server
Postgres
MySQL

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The third-party support model is dramatically different from the traditional model deployed by the software mega-vendors for the past 30 years. Companies make the move to get more comprehensive and responsive service for a fraction of the cost.

- **FASTER RESPONSE:** We average eight-minute response to high-priority issues. The first call is answered by a highly experienced, dedicated engineer who is part of a named team of engineers, handpicked to support each unique customer.

- **SUPPORT FOR THE ENTIRE LANDSCAPE:** Each team provides "full stack" support, diagnosing the application(s) and surrounding technologies to resolve critical issues and to keep them running at peak performance.

- **MORE COMPREHENSIVE:** We support both standard and customized code and cover break fix, tax and regulatory updates, and security and vulnerability threats.

- **CUSTOMIZED GLOBAL TAX & REGULATORY AND SECURITY & VULNERABILITY MANAGEMENT:** We pay close attention to tax and regulatory coverage and security vulnerability management as these are two important areas of coverage that organizations want to be sure are addressed in a Third-party support model.

- **ADVISORY SERVICES INCLUDED:** Customers also benefit from our range of technology support services, helping ensure their applications continuously remain interoperable and secure, throughout business process and technology stack changes.

Managed Services

Since our inception, we have offered managed services, whether you are an existing customer of our Third-party support services or not.

MANAGED SERVICES

Managed services provide proactive day-to-day management of our customer's IT systems, on their behalf. These services go beyond reactive support.
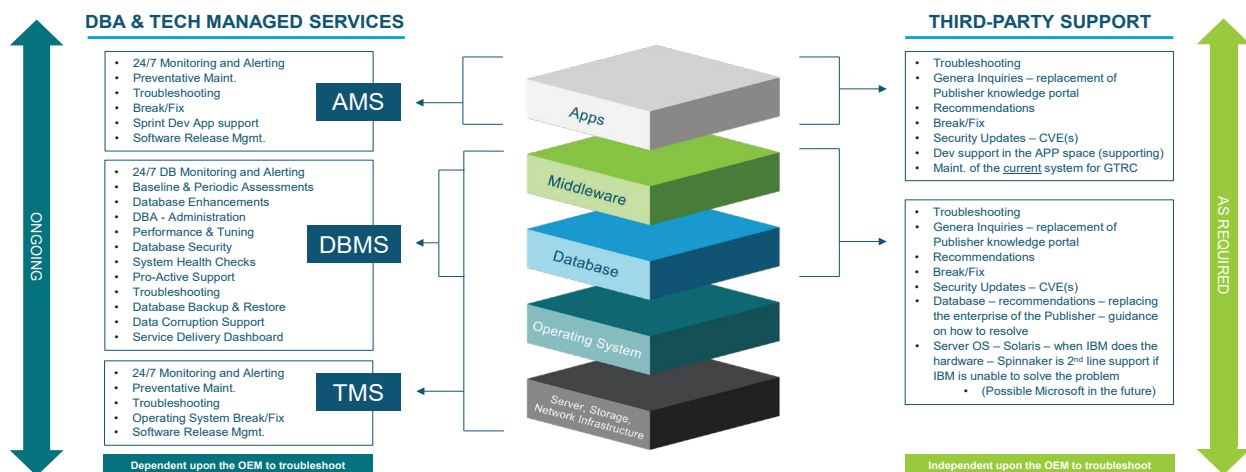
Managed services also improves operational efficiency, provides enhanced capabilities, and frees up the customer's IT team so that they can focus on more strategic initiatives.

We offer multiple packages of managed services:

- **Technical Managed Services** - For customers who want to outsource around-the-clock performance monitoring and basic management of their core infrastructure components that support the backoffice whether on-premises, residing in the cloud, or deployed in a hybrid model.

- **Database Managed Services** - For customers who want to outsource around-the-clock performance monitoring and the complete day-to-day management of their Database and Middleware components.

- **Application Managed Services** - For customers who require managed services for their enterprise applications.

And we offer **additional services** - For customers who require SAP or Oracle managed services beyond what is available in the standard packages. We work closely with organizations to understand their applications, technical infrastructure, and business requirements and scope tailored managed services packages to address those needs.

Delineation: 3PS vs. Managed Services – App, DBA, Tech

DBA & TECH MANAGED SERVICES

AMS
- 24/7 Monitoring and Alerting
- Preventative Maint.
- Troubleshooting
- Break/Fix
- Sprint Dev App support
- Software Release Mgmt.

DBMS
- 24/7 DB Monitoring and Alerting
- Baseline & Periodic Assessments
- Database Enhancements
- DBA - Administration
- Performance & Tuning
- Database Security
- System Health Checks
- Pro-Active Support
- Troubleshooting
- Database Backup & Restore
- Data Corruption Support
- Service Delivery Dashboard

TMS
- 24/7 Monitoring and Alerting
- Preventative Maint.
- Troubleshooting
- Operating System Break/Fix
- Software Release Mgmt.

ONGOING

Dependent upon the OEM to troubleshoot

Apps
Middleware
Database
Operating System
Server, Storage, Network Infrastructure

THIRD-PARTY SUPPORT

- Troubleshooting
- Genera Inquiries – replacement of Publisher knowledge portal
- Recommendations
- Break/Fix
- Security Updates – CVE(s)
- Dev support in the APP space (supporting)
- Maint. of the current system for GTRC

- Troubleshooting
- Genera Inquiries – replacement of Publisher knowledge portal
- Recommendations
- Break/Fix
- Security Updates – CVE(s)
- Database – recommendations – replacing the enterprise of the Publisher – guidance on how to resolve
- Server OS – Solaris – when IBM does the hardware – Spinnaker is 2nd line support if IBM is unable to solve the problem
  - (Possible Microsoft in the future)

AS REQUIRED

Independent upon the OEM to troubleshoot

Spinnaker Offers by Industry Support Levels

Spinnaker's managed services solutions are developed around IT Infrastructure Library (ITIL) and IT Service Management methodologies. The following chart shows the relationship between Spinnaker's support offerings and the standard ITIL-defined IT support levels.

Spinnaker Support
In relation to the Industry Support Levels

ITIL LEVEL	SERVICE	FUNCTION	SKILL LEVEL	SPINNAKER SUPPORT
4	Technical Support	Outside support for problems not resolved within the organization	Highly skilled & experienced product experts, developers	THIRD-PARTY SUPPORT
3	Advanced Managed Services	Expert-level product and service support	Highly skilled product specialists	DBA / TECH MANAGED SERVICES / AMS
2	Basic Managed Services	In-depth technical support services	Deep product knowledge but no design or programming skills	DBA / TECH MANAGED SERVICES / AMS
1	Basic Service Desk	Simple help desk resolution and front-line service desk delivery	Entry-level personnel solve known issues or address basic requests	
0	Self-Service Portal	Self-help and user-retrieved information	Internal resources create and update support information	

(Left axis: COMPLEXITY — from BASIC to ADVANCED)

On the left side of the chart, you see a graduated scale starting from "Basic" and ascending in complexity level to "Advanced". As you follow the chart from left to right you will see the various ITIL levels, the corresponding service, function performed as part of that service and the associated skill level required to perform the service.

EXAMPLES:

Following are examples of a service provided at each ITIL level outlined above:

ITIL Level 0 – Self Service Portal. An example of this type of support is a password reset tool.

ITIL Level 1 – Basic Service Desk. An example of this is the help desk troubleshooting a user reported issue via knowledgebase articles to attempt resolution on first call, or if they are unable to resolve, routing the issue to the Level 2 support team.

ITIL Level 2 – Basic Managed Service. An example of a Level 2 support activity would be adjusting memory for a database instance. Support engineers are assigned incidents or service requests based on their level of expertise.

ITIL Level 3 – Advanced Managed Service. An example of a Level 3 task may be troubleshooting why replication of a database did not occur and resolving the issue.

ITIL Level 4 – Technical Support. An example of when Level 4 support is required is an incident that cannot be resolved by a Level 3 engineer that requires a fix specific to the product itself.

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