

FEATURES AT A GLANCE

ACI[®] Customer Support Services offer three levels of support plans, configurable to meet your business requirements.

These plans have been specifically designed to incorporate both proactive and reactive services, allowing us to be fully engaged with you to provide more choice and flexibility in your technical support needs.

By placing customer experience first and providing a more personalized approach, ACI can tailor a plan to fit your organization's strategy.

CHOICE

- Three different levels of support service plans
- Allowing you to put your organization's requirements first

FLEXIBILITY

- The right level of support to meet your organization's needs
- Tailored to fit in with your strategy

DEDICATED SUPPORT

- Choose from either the help desk or dedicated technical account manager

EXPANDING CUSTOMER CHOICE

ACI[®] CUSTOMER SUPPORT SERVICES

Here at ACI, we understand how important it is for you to have choice in your support services.

We created our new tiered Customer Support Services package to help provide you:

- Quick resolution with your issues
- New releases to ensure that you are kept up to date with new product updates
- Production support (with the Premium and Enhanced plans)
- Performance tuning (with the Premium and Enhanced plans)

Our experts are here to help with everything post implementation, including maintenance and future proofing your systems.





ACI KNOWS OUR BUSINESS AND OUR PROCESSES EXTREMELY WELL. ANYTIME WE HAVE A SITUATION, THEY ARE KNOWLEDGE, SUPPORTIVE AND RESPONSIVE.”

Vice President
Sr. Technical Manager at a major international bank

THE MARKET CHALLENGE

The rapidly changing nature of today’s payments industry makes systems operations and maintenance a challenge. Ever-evolving regulations, frequently updated mandates and new competitive technology mean financial institutions must deploy expert resources to satisfy customer needs and remain competitive.

THE ACI SOLUTION

ACI’s Customer Support Services address your challenges by providing a tiered services approach, giving you the choice to decide what level of support your organization requires. You can benefit from either a 24x7 help desk to answer those everyday issues or a team of dedicated experts who have developed knowledge of your implementation process.

Depending on your level of support, we help provide proactive maintenance, ongoing technical support, plus feature/functionality development. Our teams of trusted and knowledgeable experts can help guide system critical and process decisions to help improve performance and financial returns on investment.

THE ACI ADVANTAGE

ACI has more than 40 years of expertise, putting us in a unique position to help you maximize your investment in our software. Our new Customer Support Services focus on three different levels of support that are configurable, flexible and give you the choice to decide the type of support that your organization requires.

THE STANDARD PLAN – GLOBAL HELP24™

Global HELP24™ is ACI’s global support organization that swiftly resolves technical support incidents and answers technical product questions. The Global HELP24 plan has been put into place to provide support for technical issues and queries backed by the eSupport portal and provides access to break/fixes and new releases. This plan is the reassurance you require for our ACI solutions.

THE ENHANCED PLAN

The ACI Customer Support Services Enhanced plan is the configurable support offer that can be tailored to meet your specific requirements. Customers benefit from a team of dedicated experts who know the implementation process of your organization while providing proactive maintenance and ongoing technical support, as well as providing 200 technical consulting hours per year to help future-proof your systems.

You will also get access to a dedicated pool of technical support resources, as well as regular case reviews, allowing you to better understand your systems while reducing the instances of down time your organization experiences.

THE PREMIUM PLAN

The ACI Customer Support Services Premium plan is fully configurable to meet your organization's needs. With this plan, you can customize the technical consulting hours to meet your infrastructural needs, plus you can use these hours towards custom development. You will also get a named, dedicated technical support resource who is the person that understands your business to the same level that you do and will help you to achieve your business objectives.

ACI Customer Support Services keep your critical systems up and running efficiently and, more importantly, cost-effectively. With dedicated resources, proactive maintenance, rapid deployment and up-to-date compliance, Customer Support Services can help you provide the best in customer experience and remain competitive in a dynamic market.

ACI Worldwide®, the Universal Payments® (UP®) company, powers electronic payments for more than 5,100 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries, as well as thousands of global merchants, rely on ACI to execute \$14 trillion each day in payments and securities. In addition, myriad organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software solutions delivered on customers' premises or through ACI's private cloud, we provide real-time, immediate payments capabilities and enable the industry's most complete omni-channel payments experience.

LEARN MORE



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