

## FEATURES AT A GLANCE

ACI<sup>®</sup> Enhanced Customer Support services offer a new level of support that provides you choice and a level of personal contact to assist you in issue resolution and management, and ongoing technical support.

This support program goes beyond our Standard support offering by providing you an assigned technical account manager to manage and coordinate your support issues, enhanced resolution SLAs and 200 hours of IT technical consultancy services per year for you to utilize on projects or tasks that meet your business needs.

### KEY FEATURES

- Assigned technical account manager as your advocate at ACI
  - Provides single point of contact for issue management
  - Conducts regular review sessions
- Enhanced resolution SLAs for your issues
- Choice of IT technical consultancy support to assist in meeting your technical needs
  - Access to solution expertise to assist on numerous technical tasks: release planning, technical consultancy, system health checks
  - Utilization of set hours per year to your priorities

# ACI<sup>®</sup> ENHANCED CUSTOMER SUPPORT SERVICES

Here at ACI, we understand how important it is for you to have choice in your support services. Our Enhanced Customer Support services package provides you with a personal touch via your technical account manager and access to ACI's IT technical support for services such as consultancy on release planning, guidance on product upgrades or conducting system health checks. We are here to assist you in the utilization and support of our solutions to run your payments business.



## 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 you must deploy expert resources to satisfy customer needs and to remain competitive. It is critical in today's always-on economy that your payment services are ever-present and reliable.

## THE ACI SOLUTION

ACI Enhanced Customer Support services address your challenges by providing you a level of support with skilled technical resources that possess both product expertise and domain knowledge, plus a fast response time on your issues when they do arise. You benefit from access to a team of dedicated experts who can assist and partner with you to help deliver on your support promise to your customers, and a dedicated partner in dealing with your issues.

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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## 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. The Enhanced Customer Support services program focuses on mitigating risk and increasing performance. With our new Enhanced Customer Support program, we help you with regularly-conducted system health checks and performance tuning, coupled with capacity planning to help identify areas of risk and inefficient operation, reducing the likelihood of unexpected and costly downtime. Highly skilled and experienced experts can identify hidden issues before they manifest into problems.

With our dedicated team of experts, we add value throughout the payments infrastructure by helping you stay current on all new releases, enabling you to leverage new product functionality, plus adopt new mandates and regulations quickly. We provide a cost-effective way to add new functionality because it's being delivered by those experts who best know your implementation history, leading to lower cost and shorter duration deployments.

With 200 hours of technical consultancy services at your disposal, you can utilize these on projects or tasks that are required to help meet your business needs. These hours can help meet your customers' demands for more choice in services and products, plus allow you the flexibility in terms of being able to ramp up or down on support services when it's pertinent to your organization.

ACI Enhanced 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, Enhanced Customer Support services can help you provide the best in customer experience and remain competitive in a dynamic market.

