

## FEATURES AT A GLANCE

### DEDICATED RESOURCES

- Possess product and domain expertise
- Develop intimate knowledge of the customer's deployed software
- Viewed as trusted advisors

### PROACTIVE MAINTENANCE

- Provide system performance reviews
- Lead system capacity planning exercises
- Conduct operational analysis

### NEW FEATURES/ FUNCTIONALITY

- Rapid deployment of new capabilities at reduced cost
- Faster time to market/  
increased revenue

### UP-TO-DATE COMPLIANCE AND FRAUD DETECTION

- Implement new mandates on time
- Upgrade to latest releases more easily
- Optimize fraud strategies

# ACI<sup>®</sup> PREMIUM CUSTOMER SUPPORT<sup>™</sup> FOR FINANCIAL INSTITUTIONS, FINANCIAL INTERMEDIARIES AND MERCHANTS

Many financial institutions, financial intermediaries and merchants that deploy ACI's payment solutions view these systems as mission-critical with no tolerance for downtime. Reduced operating efficiency or functionality negatively impacts your customers' experience and prevents quick response to ever-changing market demands. ACI's Premium Customer Support<sup>™</sup> program helps ensure optimal system performance, rapid deployment of new functionality and a seamless customer transaction.



The rapidly changing nature of today's payments industry makes systems operation 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. Many ACI customers are choosing Premium Customer Support to help address these dynamic challenges.

## THE ACI SOLUTION

ACI's Premium Customer Support addresses the challenges by providing skilled technical resources that possess both product and domain expertise. Customers benefit from a team of dedicated experts who quickly develop intimate knowledge of the implementation while providing mentoring,

proactive maintenance, ongoing technical support and feature/functionality development. Our teams are frequently viewed as trusted advisors who guide critical system and process decisions which lead to improved system performance and financial returns on investment.

**Premium Customer Support programs can vary, but most fall into one of three categories:**

- **PCS Operate** – Expert technical assistance for operating customers' ACI solutions
- **PCS Innovate** – New feature/functionality development, testing and implementation
- **PCS Activate** – Expert consultation for expanding the use of ACI solutions such as UP<sup>®</sup> Retail Payments<sup>™</sup> solution and UP<sup>®</sup> Real-Time Payments<sup>™</sup> solution

Examples of the support provided for these categories are found in the table below.

DESCRIPTION	PCS OPERATE	PCS INNOVATE	PCS ACTIVATE
CSM development and support	X	X	X
Local language support	X	X	X
Access to ACI COEs	X	X	X
Simplified contracting process	X	X	X
Capacity planning consultation	X	X	X
Perform and documents UAT	X	X	X
Maintain configuration files	X	X	X
Conduct certifications	X	X	X
Consulting for UP Retail Payments solution and UP Real-Time Payments solution activation			X
Endpoint consulting and development			X
Mandate management and support	X		
Proactive support	X		
Test and implement configuration changes and code fixing	X		
Test and implement patches	X		
Disaster recovery planning and drills	X		
Create, update and close support cases	X		
Perform root-cause analysis	X		
Support ACI product for triage issues related to entire solution stack	X		
Assess and document Release Notes impact	X		

## THE ACI ADVANTAGE

ACI has worked with financial institutions, financial intermediaries and merchants from around the globe for more than 40 years. This experience makes us uniquely qualified to help you maximize your investment in technology. Our Premium Customer Support program focuses on mitigating risk and maximizing performance. Regularly conducted system performance reviews and associated tuning identify areas of risk and inefficient operation, reducing the likelihood of unexpected and costly mishaps. Highly skilled and experienced experts can identify hidden issues before they manifest into problems. Many customers soon recognize these individuals as trusted advisors who can add value throughout their payments infrastructure. As a result, Premium Customer Support customers frequently stay current on all new releases, enabling them to leverage new product functionality and/or adopt new mandates and regulations rapidly. Finally, Premium Customer Support provides a cost-effective way to add new functionality, as it will be delivered by those who best know your implementation, leading to lower cost and shorter duration deployments.

ACI's Premium Customer Support program helps customers maximize the performance of ACI systems while ensuring an attractive return on investment. Dedicating engineers and consultants to a customer provides continuity and ongoing expert support. To help achieve a successful experience, we encourage customers to participate in regular executive review meetings in which priorities are updated, previously selected metrics are reviewed and the program is openly discussed with ACI executives and the value delivered. These meetings ensure alignment and, ultimately, customer satisfaction and loyalty.

ACI's Premium Customer Support for Financial Institutions keeps your mission-critical systems up and running efficiently and cost-effectively. Join the ranks of leading global financial institutions that leverage the benefits of Premium Customer Support to enjoy optimal system performance and rapid time to market for new services. With dedicated resources, proactive maintenance, rapid deployment and up-to-date compliance, Premium Customer Support 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 omnichannel payments experience.

### LEARN MORE

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