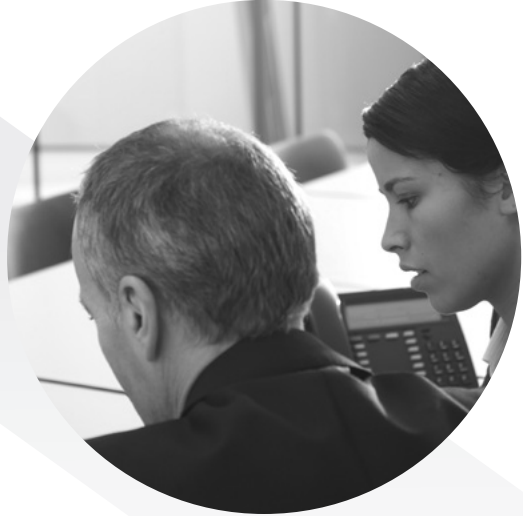




**GIVES POWER
TO CUSTOMERS**



SERVICES FLYER

**ACI PREMIUM
CUSTOMER SUPPORT™
PROGRAM**

- **FASTER TIME TO MARKET**
- **REDUCED RESOURCE CONSUMPTION**
- **OPTIMIZED SYSTEM PERFORMANCE**

Payments are a strategic source of income, a key differentiator and a growth driver for banks, retailers and payment processors. However, each of these payment segments is challenged to rapidly develop new services, quickly respond to changing circumstances and prevail over the competition. Managing the dynamic IT landscape that drives payments requires advanced skills, expertise and support, which should be delivered by those who best know the technology.

ACI's Premium Customer Support™ program provides a collection of flexible, support offerings for customers that desire dedicated production support and product extensions and ensures customers' systems are running optimally thus reducing or eliminating downtime. Premium Customer Support teams provide rapid response to technical support requests and incidents delivered by product experts familiar with the customers' implementation.

“ACI’S PREMIUM CUSTOMER SUPPORT HAS ALWAYS BEEN AN IMPORTANT PART OF OUR BASE24® AND ACI PROACTIVE RISK MANAGER™ SYSTEMS. THE PREMIUM CUSTOMER SUPPORT TEAM IS WHO WE CONSIDER TO BE THE SUBJECT-MATTER EXPERTS AND OUR PORT OF CALL FOR MANDATES OR WHEN ISSUES ARISE.”

THE ACI PREMIUM CUSTOMER SUPPORT™ PROGRAM

The Premium Customer Support program is ACI’s premier support service comprised of a wide range of offerings designed for customers that desire responsive and flexible service. The services delivered through the Premium Customer Support program are frequently administered repeatedly and include product extensions, business-as-usual support and proactive services to ensure customers’ systems are running optimally. The Premium Customer Support program’s flexibility permits customers to select the services which best suit their needs. This approach makes each Premium Customer Support package distinct and unique. Some of the more frequently provided offerings are detailed below.

DEDICATED PREMIUM CUSTOMER SUPPORT PROGRAM LEAD

Many Premium Customer Support programs utilize a dedicated lead with many years of industry and product experience. This individual frequently serves as a “trusted advisor” and is the primary person responsible for ensuring the success of the program. In addition to managing day-to-day activities, the program lead conducts regular program and management reviews intended to ensure alignment of goals and expectations, in addition to reviewing a pre-determined set of program metrics which ensure the program is on track and meeting objectives.

PRODUCT EXTENSIONS

Many Premium Customer Support customers choose to combine support services with new product extensions within a single program. This approach dramatically reduces time to market while ensuring optimal system performance. As production environments change with the addition of new mandates, product patches and releases, Premium Customer Support teams ensure that code is always current and product extensions are fully compatible with standard code.

PERFORMANCE AND CAPACITY REVIEWS

Performance and capacity reviews and subsequent system tuning mitigate the risk of production system impacts. These proactive services help protect against system upsets which could escalate into major production issues.

MANDATE COMPLIANCE

Industry card schemes continue to make changes which require frequent updates to payments software. Mandate Compliance service includes reviewing release notes, and then installing, configuring, testing and documenting new code in test environments and then performing any necessary changes. This approach helps to ensure that mandated changes are released into production in a low-risk, high-quality and timely manner.

DEDICATED OUT-OF-HOURS SUPPORT

Through ACI's standard support service (HELP24), our customers are provided with after-hours support (for critical production issues) from product experts. However, Premium Customer Support customers have the additional benefit of being able to call upon technical leads that have a high-level understanding of their system and access to mirror copies or snapshots. ACI's experience shows that these benefits ensure customers' resolution times are vastly reduced resulting in faster resumed functionality with less resource consumption.

MIRROR SYSTEM

Many Premium Customer Support teams build and maintain a mirror image of the customer's system, which allows technical resources to provide direct support and testing methodology. Many support issues can be replicated to provide a fast resolution for customers. In the same way, testing can be undertaken against specific systems to ensure that results are exactly as customers would expect to find in their own environment. This approach reduces time to market due to less in-house testing.

BENEFITS

SAVES MONEY

Premium Customer Support customers enjoy reduced expenses while generating higher revenue. Reduced expenses results from (a) shorter project durations and (b) fewer/shorter support desk cases. More importantly, ACI customers enjoy significantly faster time to market/revenue for product extensions as well as the associated increase in customer satisfaction..

PROVIDES SECURITY

Premium Customer Support customers enjoy extra confidence in the reliability and performance of their system, knowing that proactive maintenance reduces the likelihood of disruptions, and experts familiar with their implementation are rapidly available for support if needed. Additionally, customers collaborate with ACI product managers and senior leaders that provide valuable insight into ACI's roadmaps to assist in strategy and planning requirements.

REDUCES DEMAND FOR INTERNAL RESOURCES

Premium Customer Support resources perform ongoing production support, thus minimizing the need for internal resources. Additionally, resources required to support upsets are greatly reduced, thus further reducing the need for expensive and difficult-to-secure internal resources.

THE ACI ADVANTAGE

EXPERTISE

Who better than ACI to support customers' production needs? ACI's trained professionals include engineers, architects, consultants and technicians experienced in software development, deployment, testing and support. These skilled individuals form close-working relationships with customers, maximizing the value of their contribution.

DEDICATED RESOURCES

Premium Customer Support professionals possess advanced knowledge and understanding of ACI products and are intimately familiar with customer implementations and processes. This combination of advantages results in faster, expert support.

ACI CENTERS OF EXCELLENCE

Premium Customer Support teams have access to ACI Centers of Excellence around the globe staffed by senior consultants with specific deep technical expertise. These consultants bring years of experience to every client and help implement best practices to improve the performance and reliability of the system.

FEATURES AT A GLANCE

- PROVIDES DEDICATED SUPPORT
- OFFERS PROACTIVE SUPPORT
- PROVIDES REGULAR MANAGEMENT UPDATES AND STATUS REVIEWS
- DEVELOPS AND SUPPORTS PRODUCT EXTENSIONS
- PROVIDES LOCAL LANGUAGE SUPPORT
- SUPPORTS MANDATE COMPLIANCE
- PROVIDES ACCESS TO ACI CENTERS OF EXCELLENCE
- SIMPLIFIES CONTRACTING PROCESS
- SUPPORTS INTERNAL CAPACITY PLANNING EXERCISES
- APPLIES AND TESTS CONFIGURATION CHANGES AND CODES FIXES
- PROVIDES RELEASE NOTES IMPACTING DOCUMENTATION
- ASSISTS IN DISASTER RECOVERY PLANNING AND DRILLS
- CREATES, UPDATES AND CLOSES SUPPORT CASES
- CONDUCTS ROOT-CAUSE ANALYSIS
- PROVIDES DOCUMENTATION FOR USER ACCEPTANCE TESTING
- MAINTAINS CONFIGURATION FILES
- REPRESENTS ACI PRODUCT FOR TRIAGE ISSUES RELATED TO OTHER SURROUNDING SYSTEMS/ INFRASTRUCTURE
- IMPLEMENTS PRODUCT PATCHES
- CONDUCTS CERTIFICATIONS

"ACI's Premium Customer Support team do a wonderful job and provide a valuable service to Zions' operations."

- Zions

Warren Doi

"ACI's Premium Customer Support program have been very helpful for us in making sure that our system is tuned to the peak load that we can expect during holiday seasons. By using this service we have identified several minor issues that are not typically prevalent on a normal day, but could have become a major bottleneck in transaction processing during peak times."

- Walgreens


"ACI's Premium Customer Support technical leads have exceeded our expectations. Frost Bank has been very impressed with their skills, knowledge, dedication and professionalism. We have depended on their support during critical situations and every time they have been able to resolve the issue at hand."

- Frost Bank

Maria Oviedo-Noland
IT Business Analyst II
Business Support Group



REVOLUTIONIZES PAYMENTS

ACI Worldwide, the Universal Payments —  — 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 leading merchants globally rely on ACI to execute \$14 trillion each day in payments. In addition, thousands of organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software and SaaS-based solutions, we deliver real-time, any-to-any payments capabilities and enable the industry's most complete omni-channel payments experience. To learn more about ACI, please visit www.aciworldwide.com. You can also find us on Twitter @ACI_Worldwide.

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