

## D+H Application Services

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Keeping up with the pace of today's financial services environment is increasingly a challenge, especially given the wide range of competitive and regulatory factors accelerating the need to change.

D+H technology is designed to be easily supported and upgraded, reducing support costs and putting the very latest capabilities to work immediately. By deploying the most up-to-date and innovative software updates, organizations build a first-mover competitive advantage over competitors and ensure more timely regulatory compliance.

Application Services delivers on this need for increased flexibility and reliability by providing exceptional support, upgrade and maintenance capabilities for our software.

**Support and Maintenance Services** are available 24/7 from the Application Support Center to ensure any support requests are answered quickly and efficiently.

**Upgrade Services** provides a continuous stream of innovative functionality to help make business processes more efficient and effective.

### + Support & Maintenance Services

The D+H Application Support Center (ASC) ensures that every client's business is functioning smoothly at all times by providing dedicated support teams that deliver around-the-clock telephone and online support. These teams use sophisticated application monitoring systems, early-warning alert mechanisms, and Web-based ticketing solutions to ensure that all service expectations are met and that quality issue-resolution processes are followed.

Client, product, technical, and solution support teams work together to help clients achieve full resolution of all support requests and to answer any questions on the use, configuration, and functionality of our application. Dedicated support teams develop a detailed understanding of each client's unique business processes and technical environments, and use this knowledge to drive rapid and efficient issue resolution.

Dedicated account managers complement the Application Support Center by fostering a pro-active working relationship. Account managers help maximize a client's investment by eliciting feedback, developing creative solutions, ensuring client satisfaction, and making certain that client-specific enhancement suggestions are represented in future releases.

### + Upgrade Services

The rapid pace of innovation presents organizations with a difficult choice as they seek to automate their credit lifecycle management processes. They can either select a product that is easily upgradeable, but is not flexible, or they can choose a tool set that allows greater flexibility, but is difficult to upgrade. The first option cannot readily adjust to the inevitable stream of new requirements, while the second option represents an expensive customization path that precludes taking advantage of future product upgrades. In either case, an "upgrade" may be just as costly in terms of time and resources as the initial implementation.

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D+H solutions are designed to be highly configurable as well as easily upgradeable. In fact, every D+H client follows the same product release path, ensuring that adoption of the next version of our solution is readily available to all. D+H conducts ongoing research and development and regularly releases comprehensive upgrades, packed with new functionality, to make business processes more efficient and effective. Upgrade schedules are measured in days and weeks, not in months and years—a significant advantage in terms of both time-to-market and total cost of ownership.