//Amplifi

Solution Support:

Enabling you to troubleshoot, evolve and scale your MDM or PIM technology

How can Amplifi help maintain and improve your data solution over time?

Your business continually **adapts, grows and evolves.** So your MDM or PIM solution also needs to adapt and evolve so that it continues to meet your needs.

Amplifi Solution Support is a **flexible helpdesk-based service** that ensures you are always getting **maximum value** from your investment in MDM or PIM.

Our service focuses on the configured MDM/PIM solution that has been implemented specifically for your business. We provide quick fixes for day-to-day problems with your data model, such as workflows, business rules, integrations etc. We make sure that the configured solution continues to operate efficiently within your specific processes and business environment.

If an issue turns out to be related to the core software application rather than your specific configuration, then we offer rapid escalation to your software vendor, and we'll liaise with them on your behalf if needed.

Scott Pitkethly
Support Desk Manager, Amplifi

and it's not just about fixing things...

Our service also provides you with continuous improvement and evolution so that your MDM/PIM solution can be extended to benefit many parts of your business.

This might include the addition of new workflows, new attribution, new categories or to support the on-boarding of a new department or even a newly-acquired subsidiary.

However your business needs it's MDM/PIM system to grow and develop, Amplifi Solution Support has a **flexible and pragmatic approach to support that growth.**

1st Line

2nd Line

3rd Line

Client Support Helpdesk

Amplifi Support Solution

Software Vendor Support Services

Our Support Services

Amplifi offers both a standard and enhanced support package, depending on the needs of your business.

Amplifi Support Services	Enhanced Support	Standard Support
MDM/PIM support service	☑	☑
Agreed number of hours/tickets	☑	☑
Standard SLA's	☑	☑
Access to Amplifi's Jira Portal	☑	☑
Incident Response/Service Request Management	☑	☑
Amplifi's Support Desk Manager	☑	☑
Quarterly service reviews and reporting	☑	☑
Yearly service reviews with Amplifi Leadership	☑	☑
Management software vendor issues	☑	☑
UK standard business hours support coverage	☑	☑
Extended service hours coverage	☑	
Enhancements/Changes to running configuration	☑	
Custom SLA's	☑	
Integrate Amplifi Jira portal with Client Service Management	☑	
Custom service reviews and reporting	☑	
Retained days packages	☑	
Support for system upgrades/patching	☑	
Solution architecture, design, scoping and integration advice	☑	
Strategy & Roadmap consultancy	☑	

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Do you want to grow and develop your MDM/PIM system in line with your business? To find out how Amplifi can help, please contact us:

+44 (0) 1926 911820
hello@amplifiuk.com

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www.amplifiuk.com