



_experience the commitment™

AMS Advantage® ERP Support and Maintenance Program

*Protect and Optimize
Your Investment*

Business
solutions
through
information
technology®



The Power of Choice

First choose your maintenance level

Standard

If your IT professionals provide a wide range of support for your users, and your focus is on issue resolution and keeping the software up-to-date, then **Standard** is the right choice for you. A full-time team of functional and technical experts, including a dedicated relationship manager, take a proactive approach to help you problem solve and our high-quality, baseline releases are delivered on demand.

Enhanced


When your challenge includes maintaining custom software and configurations, with an eye on efficiency and quality, and you want that extra set of experts on demand, **Enhanced** is for you. You get everything Standard gives you, plus by maintaining a client-specific code-base, CGI provides regular patch sets consisting of client-specific code merges, fully tested and ready-to-run. Customized releases are delivered on demand.

Platinum

Organizations that require priority routing and service level agreements want **Platinum**. Again, everything you get with Standard and Enhanced can be included, plus 24/7/365 engagement via a dedicated team of functional and technical experts. Guided by a Service Level Agreement tailored to your needs, our goal is getting you back to business quickly. A pre-planned upgrade path with patch sets, fixpacks, and/or minor releases can also be included.

Support and Maintenance Options

	Standard	Enhanced	Platinum
8:00am – 9:00pm EST Monday – Friday, toll free, 24/7/365	●	●	●
Baseline support and maintenance (fixes, minor, major release)	●	●	●
Online issue submission and tracking, FAQs, discussion, webcasts	●	●	●
Account manager with regular status meetings and reports	●	●	●
Two complimentary forum registrations	●	●	●
Issue and resolution support for client-specific customizations		●	●
Client-specific code merges for client-requested defect resolutions and performance improvements; ready-to-run code-merge packages (Patch Sets) delivered based on client schedule		●	●
Code-merge documentation and testing guidelines		●	●
Client-specific code base maintained by CGI		●	
Client production-like environment(s) with client's production code base and representative client data			●
Client-specific code merges and testing for FixPacks and Minor Releases; client-specific release for client upgrade schedule			●
Priority routing and issue resolution up to 24/7/365 to meet your business needs			●
Dedicated team of functional and technical experts			●
Service level agreements with management and reporting			●
Add a "bundle" of hours for "as needed" services, including Upgrade Services			●



Then bundle in upgrade services and managed services to complement your maintenance level

Plan for Success. Upgrade with Confidence. With Upgrade Services.

Whether you choose a comprehensive upgrade process, or opt for specific levels of ad hoc support, with Upgrade Services, you get the same experienced consultants, proven methodologies, and production cutover support necessary for success.

Benefits include:

- Achieving results faster with smooth, rapid upgrades
- Avoiding disruption with proven methods; for example, migrate nightly cycle and pay vendors
- Understanding the dependencies and the steps necessary for success
- Working with the experts; functional, technical and government
- Applying the best practices similar organizations are using across the country
- Avoiding the pitfalls with lessons learned across all of the latest client upgrade projects
- Building staff expertise through upgrade knowledge transfer and understanding the keys to performing future upgrades

Set the Course. Retain Control. With Managed Advantage.

Whether you are looking for browser-based access without having to manage modern technology or the ease of advanced processing without the demands of back-office operations, CGI's Managed Advantage service can operate and maintain the technology and application. Through deep industry expertise and proven execution, we help organizations realize predictable operating costs, meet and exceed service levels, free up resources for constituent-facing services, and maximize return on taxpayer investment.

Benefits include:

- Production (and non-production) technology management and staffing
- Predictable costs at defined levels based on service objectives and usage
- Infrastructure and operational change management and issue resolution
- Heightened levels of security and redundancy, even on a limited budget
- Fully documented process, accessible for audits and other compliance activities
- Production environment operated by CGI at our data center or your data center
- Data center management and optional disaster recovery coordination, when hosted by CGI

The Power of Choice

Benefits

- Avoid downtime with proactive account management and timely issue resolution
- Remain in compliance and grow with industry standards
- Safeguard your organization with heightened levels of security and reduced redundancy on a limited budget
- Plan upgrades in advance with a predictable roadmap of releases
- Increase the value of your dollar with faster resolution time and less involvement
- Attain predictable costs at defined levels of service based on usage
- Avoid the cost of specialized staff by using CGI experts, who are available when you need them
- Realign staff with confidence towards constituent-focused services
- Secure enhanced functionality and current technology without the demands of back-office operations

At CGI, our AMS Advantage ERP solution is built-for-government. Consistent with this philosophy and approach is our associated Support and Maintenance Program. We deliver flexible options to address any level of operational need and complexity, provided by experts who understand the business of government.

There are three progressive levels to CGI's Support and Maintenance Program. With the **Standard** level, organizations address day-to-day problem solving while keeping pace with software enhancements and regulatory changes. The **Enhanced** level adds support for custom software with regular drops of organization-specific code merges, fully tested and ready-to-run. With **Platinum**, organizations receive the highest level of support, including around-the-clock issue resolution from a dedicated team driven by a client-specific Service Level Agreement.

With **Upgrade Services**, CGI's experienced consultants help you navigate the technical details, manage tasks and migrate customizations. Choose as an ad hoc service, or bundle into your chosen support and maintenance level to maximize your planning.

With **Managed Advantage**, CGI takes comprehensive responsibility for directly operating the production AMS Advantage ERP solution in the client's data center or ours.

"I am very proud of the working relationship we have with CGI. Their expertise keeps us on top of fixes and customizations and issue resolution is faster since they maintain a production-like environment of our software and databases."

Robert Turner
City of Austin, TX

"CGI members are smart, hard-working and very genuine. And when there is an issue, they roll up their sleeves and work collaboratively with us, bringing in additional experts as needed, until the issue is resolved."

Angela Schlemeyer
City of Midland, TX

"Support is a very important part of CGI. After you've installed the software or put in a new release, they are there for you. Our regular calls help us stay on top of issues, which ones are high priority or low priority with a plan for working through them."

Dave Cline
Prince William County Schools, Virginia

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 27,000 professionals operating in 100+ offices worldwide.

Through our leading ERP solution, AMS Advantage, CGI has helped 190+ state and local organizations better serve 90+ million citizens. Designed exclusively to support the business of government, CGI's AMS Advantage solution allows clients to improve operational efficiencies, constituent services, and performance—all while reducing costs.



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For more information, contact CGI at **1-800-321-0267**