



IdM Managed Services and Support Offerings

Nurturing and supporting the growth of your IdM deployment

Key Benefits

- SLA-driven, on-demand support model
- Lower operational costs
- Accelerated ROI realization
- Custom code Supported
- Flexible support packages

Enterprises often make huge investments when building Identity Management (IdM) solutions, however once deployed, they struggle with post-implementation support and operational issues due to limited availability of IdM product skills and budgetary constraints. Standard support packages offered by IdM product vendors do not cover customizations done to the base product as customizations are often very specific to solution requirements. As a result, once the implementation partner exits, the customer is often left stranded with an IdM system that works but can quickly turn unmanageable due to the absence of dedicated support staff with adequate knowledge of the IdM product and the specific customizations.

Persistent's IdM Managed Services and Support Offerings

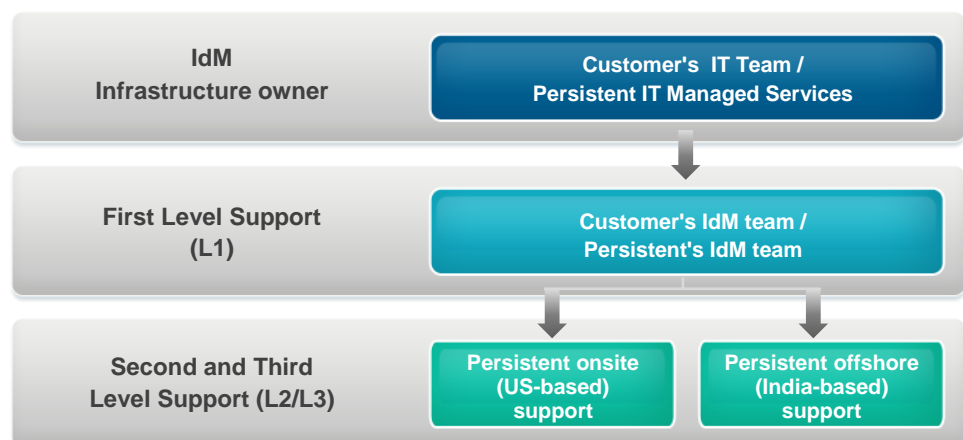
To help enterprises manage their IdM investments, Persistent Systems offers a flexible IdM Managed Services and Support offering that can be tailored to your needs.

Features of Persistent's IdM Managed Services and Support model:

- **On-demand, SLA driven, blended support** using a combination of onsite + offshore delivery model backed by its IdM Center of Excellence
- Dedicated IdM engineers with deep product expertise and familiarity with the customer's IdM deployment (including customizations)
- Complements standard product support provided by the IdM vendor as it also covers existing customizations done to the base IdM products

IdM Support Workflow Model

Persistent provides the option of L1, L2 and L3 support to customers as shown below.



IdM Support Responsibilities

Support Type	Responsibilities
L1 Support	<ul style="list-style-type: none"> • First-line front-end support • Handle straight-forward & simple problems using IdM knowledge management tool and product documentation
L2 Support	<ul style="list-style-type: none"> • Provide initial root cause analysis of problem reported by IdM team and resolve them immediately if possible • Expertise to resolve IdM product issues and interact with Product Vendor Support
L3 Support	<ul style="list-style-type: none"> • Resolve issues if a solution is available • Provide temporary workaround solutions to restore critical functions • Provide a permanent solution to fully restore the system to stable state • Support patching /upgrades

IdM Support Packages

Persistent offers the following basic packages that can be further tailored to meet deployment-specific requirement.

Support Package	What it includes
Bronze Package	L1 support
Silver Package	L1 + L2 support
Gold Package	L1 + L2 + L3 support
Diamond Package	L1 + L2 + L3 support + new enhancements

About Persistent Systems

Persistent Systems (BSE & NSE: PERSISTENT) builds software that drives our customers' business; enterprises and software product companies with software at the core of their digital transformation. For more information, please visit <http://www.persistent.com>

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