



## Swiss-AS offers Off-site Release Change Premium Support

### Background

Even if the migration to a new AMOS version has been thoroughly planned by your IT team, the release change to a newer AMOS version can always have some unforeseen impact on the business units (slightly modified or new functionality, a new parameter or license that has been overseen, data inconsistencies from former data transfers that now cause troubles etc.)

In such situations the business units appraise and sometimes demand immediate action and feedback from your AMOS team in order to minimize the impact of the identified anomaly to the daily business operations.

Priority 1 cases (according Maintenance Agreement) are of course immediately dealt with by Swiss-AS.

### Description of Service

Swiss-AS can support you in this matter by offering an Off-site Premium Support that will help you to reduce the pressure and risks of unforeseen anomalies after a release change from your AMOS Team.

Every customer request of type "Question" that is submitted via the AMOS Support Tool is immediately dealt with by Swiss-AS with timely progress updates (regardless of its priority).

The service is provided during normal AMOS support hours (from Monday to Friday, 8.00 a.m. till 5 p.m. exclusive Swiss Bank Holidays).

Any programming activities are explicitly excluded from the service. The basic concept behind this service is providing immediate response, investigation and clarification of issues that fall into the request type "Question".

### Customer's benefit

The customer's release change team has a single point of contact within Swiss-AS to liaise for any issue that get stuck within the Support Tool.

Customer AMOS/IT responsible has the assurance that any anomaly reported by the business is addressed at once by Swiss-AS regardless of its priority.

Even if anomalies and questions arise after a release change the impact for the business units is minimal as an immediate investigation and response by Swiss-AS helps to reassure the business units that everything is under control.

**Pricing**

1'000.- CHF/day – if no request of type “Question” is submitted on a booked day, the customer gets 50% discount on that day.

**How to book**

1. Open a support request where you request the Off-site Premium Support and for which dates you would like to book it.
2. Swiss-AS will then issue an RFS (Request for Service) containing all details.

**Further information**

[amos\\_support@swiss-as.com](mailto:amos_support@swiss-as.com)