FINASTRA

Project Support

Designated support for DIY and partner-led projects

Discover Project Support, designed to ease troubleshooting, accelerate issue resolution and maximize solution value. Project Support allows you to increase focus on your project success.

We **inject valuable expertise into your projects**, allowing you to troubleshoot issues and resolve them quickly and efficiently as and when they arise. Our teams not only have extensive knowledge of the solutions to enable **faster resolution,** but also are flexible to provide support when you need it.

Throughout your project, **the ringfenced availability** of Customer Support to work on any issues arising will enable **faster issue resolution**, and ability to **prioritize issues** where necessary to enable project continuation and success.

What comes with the Project Support package?

Dedicated Service Delivery Manager
Accountable for delivery of Project Support. Your single point of contact will host a support kick-off meeting, co-ordinate resources on your behalf and hold weekly support status reviews.

Consistent contact with Customer Support
Our team has in-depth knowledge of your solution environment. Customer Support will have ringfenced availability to focus on issues arising during your project.

Scheduled weekend support
For project go-live

Project Environment Access
Finastra can access your project environment, reducing time spent attempting to replicate and resolve issues.

Technical and Functional Consultant
Valuable expertise that can help you to understand and interpret changes effectively, as well as providing authoritative knowledge of system set up.

To find out more about how you can employ Project Support to optimize your time, boost efficiency and achieve project success, contact us.

Contact us at services@finastra.com

About Finastra

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at **finastra.com**

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