

Misys Premium Support Services

Help mitigate IT operational risk and improve business resilience

Banks and other financial institutions face constantly changing business conditions, driven by intense global competition, tighter margins and greater regulatory requirements. Technology has been a key enabler of success for these organisations, but the demands placed on increasingly complex IT infrastructures have also led to increased business risk.

Reducing business risk

The management of operational risk has become a critical task for banks, particularly in today's media-driven world when any problems or service disruptions are instantly and broadly communicated.

In this environment, minimising risk is a must. However, an equally important objective is business resilience, defined as the ability of a business to respond effectively to change and disruption. As a study by Knight and Pretty¹ showed, shareholder value is directly impacted by a company's response to a crisis, with a 22% difference in stock price between a poor response versus an effective response.

IT application availability, and consequently your support capabilities, is a key component of business resilience.

Misys can help you improve business resilience

With decades of experience in the banking industry, Misys has a deep understanding of your business and technical requirements. No one knows more about supporting Misys applications in banks around the world and our customer support experts are skilled in business consulting, technical development, project management and support services.

To help you address the challenges facing your business, Misys has developed a proactive set of support offerings called Premium Support Services:

- + Premium Support Analyst
- + 24/7 Business Critical Support
- + Priority Service Programme
- + Service Management

This suite of support services can help you mitigate IT operational risk, respond more effectively to demands from your business and improve the availability your Misys applications.

Some examples of business risk

"Glitch locks trading company customers out of their accounts."
- *The Wall Street Journal, June 2006*

"Millions of customers across the UK were left without any access to cash after their bank cards stopped working in cash machines."
- *BBC, June 2007*

"Trading in Asia markets disrupted by quake damage."
- *Bloomberg News, December 2006*

Misys Support organisation

- + Over 30 years of experience in the banking industry
- + Established relationships with over 1,200 financial institutions in 120 countries
- + Over 475 product and support specialists
- + Expertise and knowledge in banking best practice and methodologies
- + Access to the latest support tools and technologies

¹ "The impact of Catastrophes on Shareholder Value" Rory F. Knight & Deborah J. Pretty, Templeton College, University of Oxford

Misys Premium Support Services can help you mitigate IT operational risk, respond more effectively to the demands of your business and improve the availability of your Misys applications.



By having a customer focused team, Misys Support delivered a high level of service quality, resolving issues quickly and providing sound technical advice. We have been impressed with the proactive approach taken by Misys and it drives our confidence that we can respond effectively to the demands of the business.



Mabel Lim, Director of Global Markets & Investment Management, United Overseas Bank

Expert advice improves IT operational efficiency

Misys Premium Support Analyst is a Misys expert(s) with in-depth product knowledge and skills in an area relevant to your business. By building a comprehensive understanding of your IT systems, the Premium Support Analyst delivers expert business or technical advice specific to your IT environment.

With up-to-date product and banking domain knowledge, the Premium Support Analyst acts as an extension of your IT team to provide remote or on-site support and improve the effectiveness of your IT operation. It means you can maintain service levels and still move the business forward.

24/7 support mitigates IT operational risk

In today's business environment, your organisation cannot afford downtime. 24/7 Business Critical Support delivers direct access to Misys expertise for business critical issues around the clock, via the internet or by phone.

With 24/7 Business Critical Support, you are guaranteed response within 30

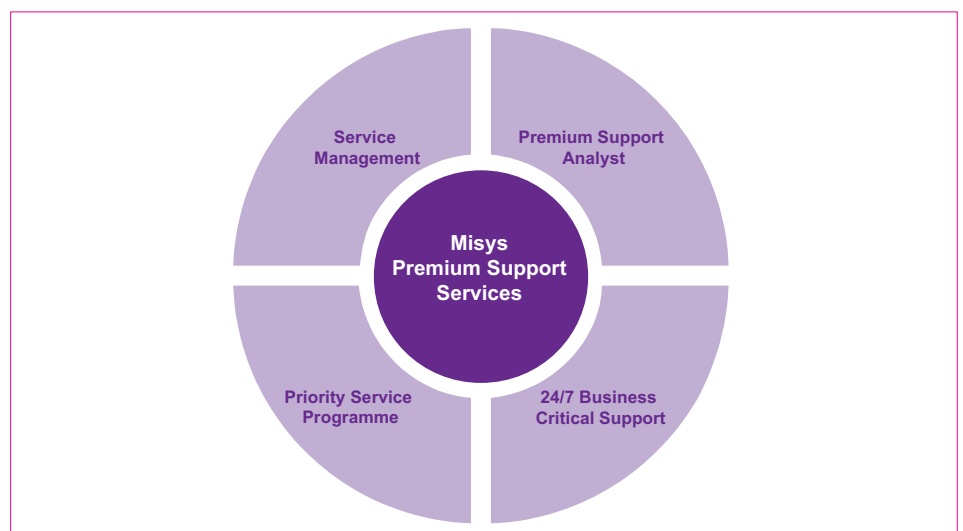
minutes and resolution within two hours, giving your business the support it needs to effectively mitigate IT operational risk.

Additional services are also available to help you plan for and manage specific events, such as Disaster Recovery testing or Year End, without disrupting your business.

A level of service tailored to your business

The Priority Service Programme delivers a guaranteed level of service so you can better plan and manage your IT operation. As part of this service, a Service Level Agreement with turn-around targets is agreed between the customer and Misys. The appropriate resources are pooled to create a ring-fenced team dedicated to meeting the customer's service level requirements.

Calls from a Priority Service Programme customer are identified for priority escalation and the relevant teams are notified immediately for fixing and resolution. Customers are regularly informed about the status of issues and subsequent steps.



Misys Premium Support Services are designed to meet your unique requirements. You are able to choose the components you need, tailor them as required and change them over time as your needs change.

Manage costs more effectively through outsourcing

Increasingly, financial institutions are finding that it is better and less costly to focus on their core competencies and use suppliers for non-core activities. Misys Service Management allows customers to outsource aspects of their IT operation to Misys.

By providing access to specialist expertise, system reliability can be improved and your IT organisation can focus on core mission-critical and business-differentiating services. In addition, you are able to better control cost over time and enhance your IT department's ability to budget and manage costs.

Skilled Misys support specialists offer a broad range of support services including helpdesk responsibility, operational support, project support, fix/patch testing, on-site development and release control. A bespoke Service Level Agreement is agreed with Misys to ensure clear vendor accountability.

Service on your terms

Misys Premium Support Services are designed to meet your unique requirements. You are able to choose the components you need. Misys can also tailor the services as required and change them over time as your needs change.

To find out more about how Premium Support Services can help your organisation, please contact your Misys account representative.

"We currently use a Misys support team, eleven on-site and four offshore, with responsibility for a range of activities including Helpdesk support, fix testing and project go-live support. This has been the best decision we've made, since it allows my team to focus on strategic initiatives and move our business forward."

– Refilwe Kekana, Development Head IT, Standard Bank of Africa

"Misys Support played a key role in helping our business meet tight delivery schedules. We have developed a strong business partnership with Misys Support and its collaborative approach means issues are resolved quickly, so we can focus on strengthening the value Fubon delivers to customers."

– Frederick Fok, First Vice President and Head of Information Technology, Fubon Bank (Hong Kong) Limited

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