



Programme overview

Misys Online Communities

Misys offers online solutions and interactive communities to enhance the always-on support service for product questions and technical issues at any time through the Online Communities knowledge base.

Misys Online Communities allow your system administrator or help desk to submit software issues and search a catalogue of more than 3,000 articles containing answers and solutions to a host of product questions and issues.

The community aspect of this online tool also makes it even easier for you to share your tips and tricks with other Misys users around the world. Many Misys clients face common business and technology challenges - regardless of the solutions they are using, or the country in which they are based. With Misys Online Communities, the power to share and receive invaluable information is in your hands!

This repository of carefully selected, reviewed and written articles, called the Misys Knowledge Base, enables you to troubleshoot and solve product issues at any time of day.

Once you designate a person to receive Misys product support, this individual is given a unique login, providing access to the vast library of information including case submission, the Misys Customer Support Handbook, and Product Support Information and Knowledge Base.

Misys Online Communities provide many benefits to you:

- ▶ Knowledge Base is continuously updated by Misys product experts with answers, solutions and explanations for issues or questions. Articles are added every day based on our review and your direct feedback
- ▶ Logging and updating cases in the portal also allows Misys to provide immediate acknowledgement and tracking of the issue with a unique case number



Resolve issues and connect with a global online network

- › In addition to submitting the case, you can upload supporting information such as system logs. This ability to retain all the information in a consolidated manner allows Misys to provide quick, responsive, support
- › Online Communities are designed to empower your teams to maximise your usage of your Misys software through immediate, online access to meaningful product content.

Misys continues to invest in bringing the best tools, content and support to you – whether directly through support consultants or through Misys Online Communities. And in true community spirit, every engagement, challenge and resolution improves the content, quality and user experience for all.

If issues are complex and require additional information, Misys support consultants will reach out to ensure that case-related information is captured and stored, and will request web sharing sessions or phone calls to ensure that the case is progressed quickly.

Misys brings these tools, content management and formalised processes together in its Online Communities to deliver proactive, reliable and responsive product support.

To find out more about this and further Misys Connect programmes, speak with your account manager, or for a response within 24 business hours, e-mail misysconnect@misys.com.

About Misys

Misys is at the forefront of the financial software industry, providing the broadest portfolio of banking, capital markets, investment management and risk solutions available on the market. With more than 2,000 customers in 130 countries our team of domain experts, combined with our partner eco-system, have an unparalleled ability to address industry requirements at both a global and local level. We connect systems, collect data and create intelligent information to drive smarter business decisions. To learn more about how our Fusion software portfolio can deliver a holistic view of your operations, and help you to solve your most complex challenges, please visit misys.com and follow us [@MisysFS](https://twitter.com/MisysFS) on Twitter.

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