

Smart Support Principles

Make Your Oracle and SAP Applications More Available, Adaptable, and Valuable.

At Spinnaker Support, we know that business leaders have many questions about what it will be like to switch from software publisher-provided support to third-party support. Over 1,000 clients spanning 100+ countries know from experience that switching to Spinnaker Support is a smart choice. Spinnaker Support helps you save an average of 62% from day one of switchover while making your software investment more available, adaptable, and valuable:

- **Available** — Spinnaker Support delivers faster response and issue resolution to critical issues and greater management of security and vulnerability threats to ensure business-critical enterprise applications are available and performing.
- **Adaptable** — Spinnaker Support's experienced, best-in-class software engineers provide full stack support and technology advisory services to ensure ongoing interoperability and security — and help our customers navigate their journeys from on-premise to hybrid to cloud.
- **Valuable** — Spinnaker Support is the only third-party support provider that offers blended or stand-alone managed services and consulting. We can dive deeper into your operations to address a broader array of issues, keeping your applications more valuable to the enterprise.

WHY SPINNAKER SUPPORT IS THE SMARTEST CHOICE

People — Our team of software engineers averages more than 15 years of experience. We hire and retain the best support engineers in the world. Spinnaker Support uses a multi-disciplinary team of managers, business analysts, application development, system administration, and technology support experts to deliver the highest quality support in the industry. You deal with experts from the first call to final issue resolution.

Processes, Systems, and Technology — Delivering satisfying maintenance and support services requires more than a team of experts. Spinnaker Support experts leverage proven, ISO 9001:2015-governed support processes and global support systems to deliver bug fixes and issue resolution when you need it, not when the software publisher gets around to it. Because we protect software publisher's intellectual property rights, we mitigate vendor risk to our clients.

Team Stability — Stability is as important as software expertise. Our core support teams have been together more than 10 years. Team stability and low turnover are critical for ensuring that a customer's support team retains intimate knowledge of each client's unique complexities. Low employee turnover translates to high client satisfaction and retention.

Clients — Since inception, Spinnaker Support has served over 1,000 clients, including more than 90 Global 1000 organizations. These clients, which span more than 100 countries, rely on us for support, maintenance, tax updates, and managed services. Clients enjoy better support for less cost. Because our clients are not paying for unneeded upgrades and self-service, irrelevant acquisitions, expensive operations, extravagant margins, or legal defense teams, they cut their support costs by at least half. The ultimate proof is the satisfaction of our clients. When measuring our performance in areas such as response speed, service quality, expertise, and issue resolution, our most recent survey shows client satisfaction exceeds 98%.

“

Spinnaker Support is an uncomplicated company to deal with in a complicated market and since we signed our initial agreement we have never had the need to escalate any calls. ”

IXYS
UK WESTCODE

Smart Third-Party SAP and Oracle Support Services

Spinnaker Support's engagement model is based on establishing close working relationships with each client's internal support team. We apply ISO 9001:2015-governed best practices to deliver consistently satisfying client support interactions.



BUG FIND AND FIX SUPPORT

When you report an application-related issue, we will respond in minutes to resolve the issue. You get 24 x 7 x 365, follow-the-sun coverage from software engineers located in nine global support centers — we are always available.

Unlike Oracle and SAP self-service models, Spinnaker Support delivers personalized, one-to-one service. We assign a dedicated Account Support Lead (ASL) backed by a team of senior software development and system administration engineers who can address issues with even the most customized deployments.

Many enterprises modify business applications to suit unique business process, data acquisition, and business insight requirements. Our software engineers guide you through the root-cause analysis of issues related to your software deployment.



GLOBAL TAX AND REGULATORY COMPLIANCE

You gain timely, accurate global tax and regulatory updates for a broad range of Oracle and SAP applications — whether you're under full or supplemental software support. We continuously monitor updates to identify what you need to remain compliant. We deliver constant change management advice to help you develop and implement solutions to better mitigate risks. Updates are quality assured and cover federal and local reporting changes.

We seamlessly integrate application support with timely third-party tax provider information.



TECHNOLOGY ADVISORY

Spinnaker Support's standard software includes a wide range of technology advisory. Our customers trust us to provide unbiased, full stack advisory services that help their ERP applications running at peak performance while remaining interoperable and secure amid constant change in surrounding technologies. We can support all customers through their digital innovation journeys from on-premise to hybrid to cloud.

We conduct proactive periodic (monthly) strategy sessions with our support clients to answer their "how to" and "how come" questions.

We are ready to help you with questions about your specific Oracle or SAP environment, offering full stack technology advisory as you advance your digital innovation.

EXPERT TECHNOLOGY GUIDANCE

Spinnaker Support's customers embrace us as one of their most trusted business partners. It's easy to see why. We provide a "no sunset" support policy, we always respect the intellectual property rights of others, and our processes are ISO 9001:2015 certified. We help them visualize a complete enterprise application environment — including strategy and road mapping.

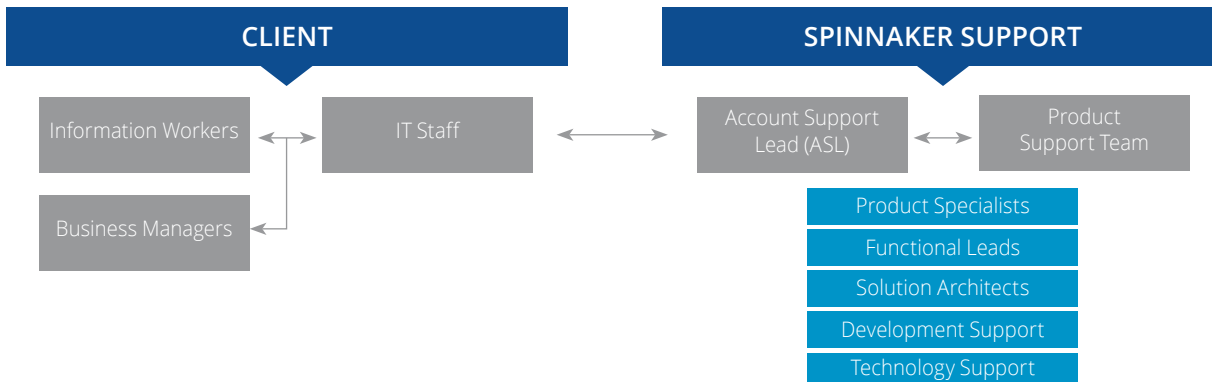
Spinnaker Support infuses expert-level application and technology guidance as part of each service offering. These advisory capabilities help ensure that your Oracle and SAP software applications remain effective for as long as you require. Spinnaker Support guidance covers important concerns:

- **Interoperability** – so that what you now have will work with what you might have
- **Virtualization** – or increased agility, with less workload, at an improved quality of service
- **Cloud Integration & Migration** – to help you capitalize on technology advancements
- **Security & Vulnerability Management** – so you get full stack security that is not dependent on late and often useless patches
- **User Interface Support** – so that you optimize user productivity

Spinnaker Support Model

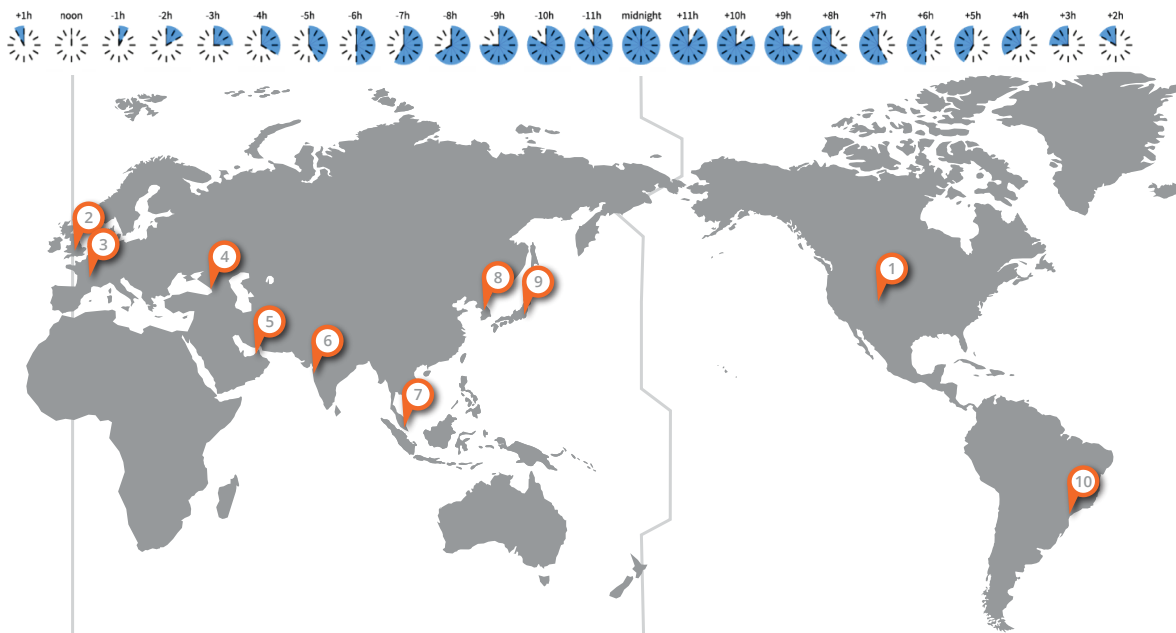
Spinnaker Support delivers industry-leading customer satisfaction, retention, and willingness to recommend. We focus on being responsive, resolution-oriented, and easy to work with. We assign a dedicated contact who becomes very knowledgeable about your organization's technology environment. Backing up this Account Support Lead (ASL) is a team of named and hand-picked product specialists, functional leads, solutions architects, and specialists in development and support. You get skilled help from your first request to speedy issue resolution. We never send you to websites expecting you to service yourself.

SPINNAKER SUPPORT ENGAGEMENT MODEL



Spinnaker Support Locations

With ten major operations and sales centers across the world, Spinnaker Support is able to support our clients 24 x 7 x 365, as the sun travels, with no disruption in service. The location of these centers allows us to deliver the most cost effective and efficient service to our clients. Our speed of response (average is less than eight minutes), functional and technical knowledge, and follow up to issue resolution drives 98%+ customer satisfaction rates year after year.



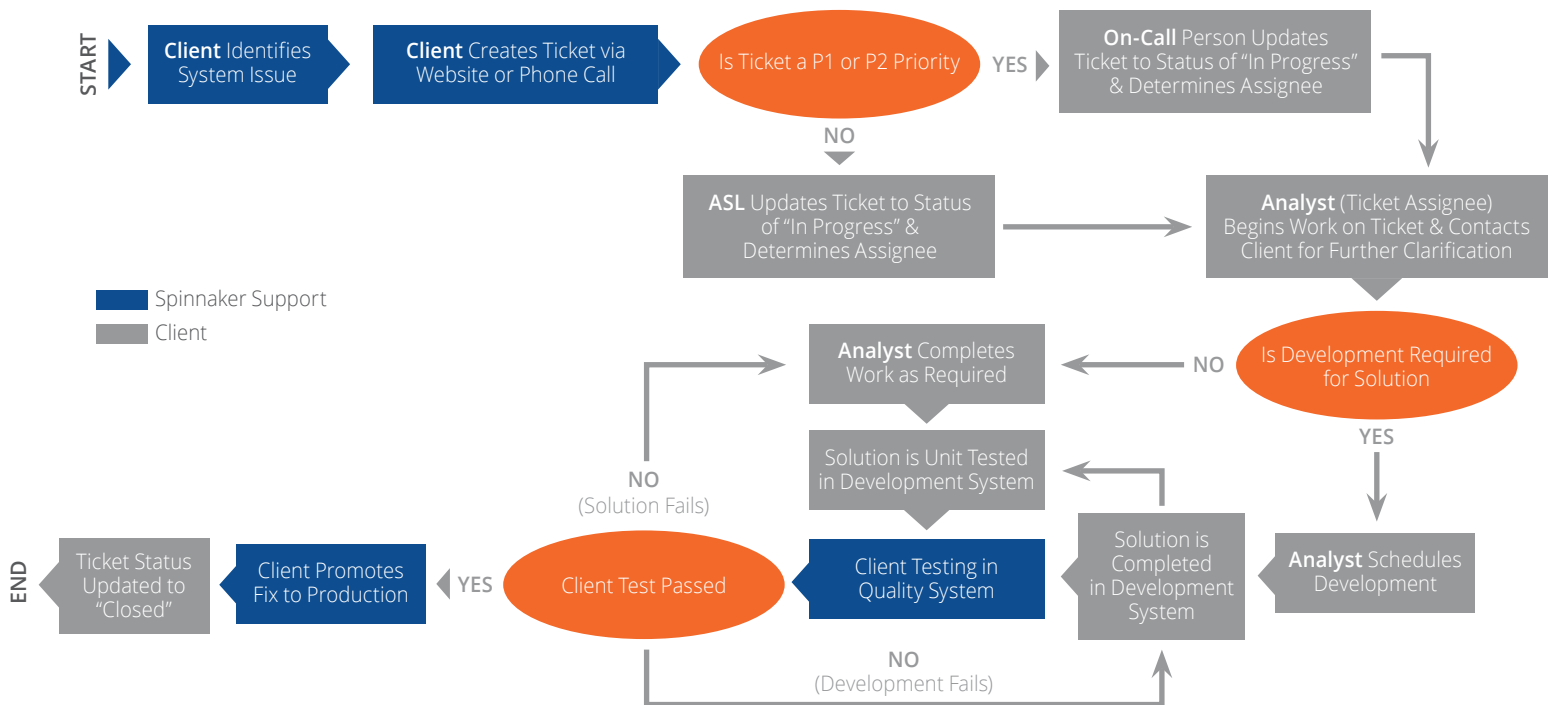
- 1 | DENVER, CO* 3 | SEOUL, S. KOREA* 5 | MUMBAI, INDIA* 7 | TEL AVIV, ISRAEL* 9 | LONDON, UK*
- 2 | TOKYO, JAPAN* 4 | SINGAPORE* 6 | DUBAI, UAE 8 | PARIS, FRANCE 10 | SAO PAULO, BRAZIL*

*Support Operations

Standardized Processes

Spinnaker Support applies ISO 9001:2015-governed processes to deliver quality services consistently. These processes address the simultaneous needs for rapid response and resolution, thoroughness, and quality. For example, the ticketing process we use is shown below:

SPINNAKER SUPPORT TICKETING PROCESS



Spinnaker Support’s core team consists of a Client Relationship Manager, an Account Support Lead (ASL), Functional Leads (Subject Matter Experts), as well as teams of application, development, and technology experts. Each core team member is a subject matter expert in one or more of the technical and functional areas required by a client.

“Spinnaker Support is very effective at providing immediate support for reported issues and delivering custom fixes upon request. There are no forced upgrades and we get full support for our older release of Oracle and also leverage advisory services as we expand our technology footprint.”

—Murat Avsar, Director of Applications, State Bar of California

Spinnaker Support Roles and Responsibilities

ROLE	RESPONSIBILITIES
Client Relationship Manager	<ul style="list-style-type: none"> • Primary point of contact for Spinnaker Support and client executives • Ensures overall client satisfaction • Overall service quality assurance and success • Manages and coordinates enhancement tickets - analysis, design, development, testing, and implementation • Procures and allocates additional Spinnaker Support resources as necessary • Develops and presents service delivery analytics/reports to client management team • Works with ASLs and Functional Leads to ensure quality service delivery
Account Support Lead	<ul style="list-style-type: none"> • Closely coordinates with the client support leads and management • Client knowledge transfer to all team members • Closely manages and monitors ticket routing • Monitors ticket status to meet SLA expectations • Escalates issues as necessary • Reviews and approves status reports • Consistently reports to the Client Relationship Manager • Periodically participates with the Client Relationship Manager in client management reviews
Support Functional Leads	<p>For their Assigned Area:</p> <ul style="list-style-type: none"> • Regional dedicated software subject matter expert • Client knowledge transfer to subordinate team members • Advises users on software 'best practices' • Provides in-depth knowledge of system either by business process, application, or technical function • Leads ticket process analysis, solution design, development, testing, and deployment for area of responsibility • Ensures the application of appropriate Software Development Life Cycle (SDLC) and QA methodology based on ticket type • Presents recommendations from support teams on ticket resolution • Leads application, development, and technology teams on the completion of ticket work and product deliverables • Ticket handling issue escalation and resolution
Support Teams Application Development	<p>For their Assigned Area:</p> <ul style="list-style-type: none"> • Executes ticket resolution activities assigned by the Functional Lead • Performs all work according to software design/development standards • Applies the appropriate SDLC and/or QA methodology based on ticket type • Performs all work to SLA expectations • Escalates issues according to defined practices

Spinnaker Support's practice is to train subordinate roles on the core responsibilities. This ensures that all team members have the necessary understanding to maintain service continuity in the event a core team member is unavailable due to planned or unplanned absences.

Adding depth and breadth to our core team of software experts is Spinnaker Support's extended software Managed Services practice. These experts can be leveraged by the core team as necessary to fill gaps in knowledge or lend that extra set of eyes and hands to resolve particularly difficult tickets. The Managed Services team also adds short-term incremental support capacity to the core team during times of peak incident reporting.

Spinnaker Support is unique in its ability to deliver this value-added multi-level support model. The Client Relationship Manager and Account Support Lead will utilize the extended expertise and capabilities of our world-class services teams to ensure the delivery of high-quality, uninterrupted support to the client user community.

SERVICE TICKET TYPES

Spinnaker Support manages requests based on three fundamental categories:

CATEGORY/TYPE OF TICKET	DESCRIPTION
Bug Fix /Interoperability/ General Inquiry	Standard software bug/issue that influences operations and results in interference or interruption of the stipulated service quality.
Tax & Regulatory Tickets	Based on the monthly notification provided by the tax and regulatory compliance team, a ticket will be created in order to assess and gain approval prior to delivery.
Enhancement Tickets	Any software enhancement requested by an operating unit – functional change, report, customization.

The priority of service requests will be defined by your IT department or end users:

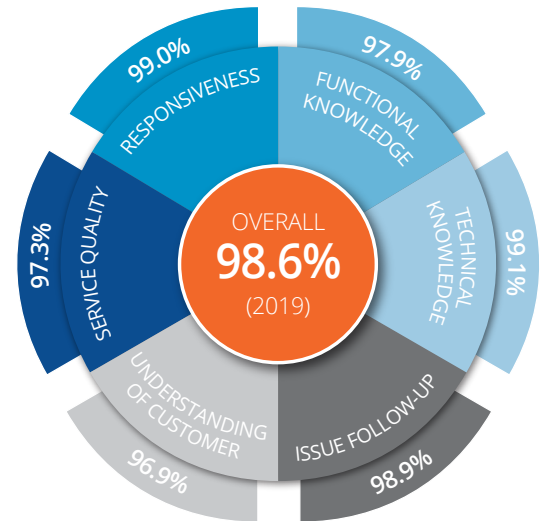
- **P1 (Severity/Priority 1)** – Critical Priority. Defined as an urgent issue that requires immediate assistance. For tax & regulatory issues, an urgent enhancement or tax and regulatory change that requires immediate review.
- **P2 (Severity/Priority 2)** – High Priority. Defined as a serious issue that requires prompt assistance. For tax & regulatory issues, a serious enhancement or tax and regulatory change that requires prompt review.
- **P3 (Severity/Priority 3)** – Medium Priority. Defined as a non-urgent issue that requires assistance within standard support hours. For tax & regulatory issues, a non-urgent enhancement or tax and regulatory change that requires assistance within the standard support hours.
- **P4 (Severity/Priority 4)** – Low Priority. Defined as a minor issue, question, or problem that requires minor research or low-priority assistance within standard support hours. For tax & regulatory issues, a minor enhancement or tax and regulatory request/question that requires minor research or low-priority assistance within the standard support hours.

Communications

Spinnaker Support adopts a highly interactive communication strategy with an emphasis on keeping our clients informed about case statuses, expected delivery dates, service levels, and general Spinnaker Support headlines. See our Onboarding Brochure for specifics during your transition. After onboarding, our approach includes:

- The ASL will schedule monthly status meetings with all key players. This monthly meeting is to review monthly support statistics and upcoming events on the client side.
- The Spinnaker Support Global Tax and Regulatory Compliance (GTRC) team will send monthly tax and regulatory compliance updates (via email) with all applicable updates affecting the client for the past 30 days. If anything critical arises, a notification will be sent at the time the notice is reviewed by the Spinnaker Support GTRC team.
- Ticket/Case communication continues until a case is completed and satisfactorily resolved. If the results are less than satisfactory, Spinnaker Support will perform a complete review of the satisfaction issue, symptoms, and root cause. It is followed up with a corrective action, and in some cases, preventive actions.
- Spinnaker Support will conduct meetings for all project work and tax and regulatory changes that require development, as needed, based on timelines.
- The Spinnaker Support account manager will schedule yearly account review meetings prior to the renewal cycle to review past year support.

HIGHEST RATED CUSTOMER SATISFACTION



In our 2018 annual customer satisfaction survey, covering the 2017 fiscal year, we reported a record 98.7% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses. Each year, we steadily increase our satisfaction rating by ensuring our Oracle and SAP support is actually supportive.

ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

