

Third-Party Support Service Capabilities

SPINNAKER[™]
SUPPORT

About us

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.





Struggling to receive adequate technical and maintenance support for your on-premises software applications? You're not the only one. A growing number of organizations have been searching for solutions to the following frustrations:

- Lack of technical support for applications used during upgrades or migrations.
- Lack of support for legacy software, without a customized support agreement and an additional fee.
- Declining service quality.
- Unpatched security vulnerabilities.
- Inability to opt out of unnecessary and costly new and future versions or release upgrades.
- Difficulty accessing live technical support.
- Increasing costs, harshened by the lack of a predictable operating expense (OPEX) model.

The key to overcoming these challenges? Switching from vendor-provided support to award-winning third-party services.

Software Support

When you begin working with Spinnaker Support, we assign you a hand-picked team of experts who dedicate themselves to learning your enterprise environment backward and forward, enabling them to meet your needs with fast responses, unparalleled customer service, and personalized solutions.

Our capabilities span break/fix services; security and vulnerability management; Global Tax, Regulatory & Compliance (GTRC); general inquiries; and advisory services for multiple software ecosystems, including Oracle, SAP, and JD Edwards.

Always keeping your success top of mind, we prioritize a reduction in both downtime and disruption.





Break/Fix Services

Ready to reap the most benefits from your enterprise software? The key is to keep your system running smoothly with proper maintenance and proactive problem solving. Whether we're working with standard or custom-code integrations (interoperability), Spinnaker Support ensures your software stays healthy by implementing swift responses, ISO-certified processes, diagnostic services, and product fixes.

Coupled with our engineers' extensive experience and expertise, our new AI technology, "Spinnaker Intelligence," dramatically improves the support response-resolution time.

Spinnaker Intelligence is a search tool that leverages our many years of service, as well as our significant accumulation of data and various insights, to address specific technical-support issues.

Using AI technology via machine learning and natural language search, Spinnaker Intelligence taps into Spinnaker Support's massive collection of service data, including our entire services portfolio and all of our relevant data and information — such as service tickets in tools, knowledge articles, technical documents, database sets, and publicly available information — to help our experts find the best solution for your support issue.

Global Tax, Regulatory & Compliance (GTRC) Services

Our GTRC team uses a multi-step approach that's designed to cover the breadth of tax and regulatory environment compliance issues for applications. We continually research, monitor, and gather tax and regulatory requirements to send you timely, comprehensive, and accurate GTRC updates that are customized to your software and location.



HUMAN RESOURCE CHANGES

- Local country payroll updates
- Year-end reporting (i.e., W2s)
- Social Security
- Benefits
- Pension
- Other

TRANSACTION TAX CHANGES

- Sales and Use taxes
- Goods and Services Taxes (GST)
- Value Added Taxes (VAT)
- Customs and duties
- Treaty set taxes
- Provincial sales taxes
- Tax Reporting
- Tax implications of the EU, MERCOSUR, COMESA, AFTZ, and others

FINANCIAL & REGULATORY CHANGES

- GAAP
- EEC Regulatory Reporting
- Year-end reporting (i.e. 1099)
- IFRS
- ASB/FASB standards
- Asset and treasury management
- Other

Security & Vulnerability Management

Spinnaker Support is here to strengthen your security posture with a consultative approach, proven processes, and best-in-class security tools. We continually investigate any issues that arise, harden and protect your application environments, and deliver timely fixes.

General Inquiry

When it comes to supported products, we're happy to answer general inquiries about the usage and configuration of standard and customized software. And if you have ongoing questions, access to our extensive network and technical experience .

Advisory Services

We offer expertise that helps drive your software transformation. With unbiased and proactive technology-advisory services, we'll coach you through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.



It's critical to know how well your applications are performing, which is why we provide performance reports that detail your open cases and the status of your resolution.

Partner with Spinnaker Support to meet your business and IT objectives.

Key Benefits of Partnering With Spinnaker Support:

- Maximizing the value of your existing enterprise software investments as you move from on-premises to cloud solutions or other vendors.
- Easy access to a hand-picked team of experts that were assigned to you, resulting in faster-incident resolutions and more robust security.
- Flexible terms, cost savings, reduced total cost of ownership, and the move to a more predictable OPEX model

With the right people, process and tools,
Spinnaker Support has successfully served

1300+ Clients
in over **64 Industries**



Top International Banks



Major Government
Departments



Critical National Infrastructure

in 100+ Countries



97%

Customer
Satisfaction Score

62

Customer
Satisfaction Score

Average of

60%

cost savings

**To learn more, please talk to a
Spinnaker Support representative.**

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