erwin DI Suite Prepaid Subscription Services Essential Package

Overview

The erwin Data Intelligence Suite (DIS) **Subscription Services Essential Package** service is sold as a monthly pre-packaged offering specifically designed to assist Customer with the ongoing implementation and configuration of the erwin Data Intelligence Suite. The service provides Customer with the levels of expert support required to address core functionality, provide for upgrades and migrations, expert enterprise roll out, and guide your DI journey along the way.

The **Subscription Services Essential Package** consists of assistance of up to twenty (20) hours per month with the following:

- Upgrades and migrations
- Troubleshooting and support ticket management and escalation
- Support for enterprise roll out, including support in scanning additional sources
- End user support
- Business Glossary maintenance
- Manual Mapping support
- DIS Resource Manager Management

The benefits of leveraging the erwin Subscription Services Essential Package include:

- Ensure the quick and efficient installation of the Data Intelligence Suite
- Expert Enablement of Features (Business Glossary, Catalog, Metadata Manager, Data Quality, and more)
- Quickly and effectively identify targeted technologies and their implementation requirements
- Accelerated enterprise wide time to value
- Working together, we help you define your vision and operationalize it, so you can gain—and sustain—competitive advantage.

Activities Descriptions

The erwin PSO team will work closely together, in a collaborative and agile way, with the Customer project team to address the mutually agreed upon tasks and activities on a weekly basis up to twenty (20) hours a month. Tasks and activities will be outlined, prioritized and estimated to ensure Customer's needs are being met. Including, but not limited to:

Upgrades and Migrations

Our infrastructure specialists and technical consultants will support Customer to:

- Provide Customer with the necessary infrastructure diagrams for installation/upgrade of erwin DIS
- Review and validate installation/upgrade and configuration of all prerequisites
- Coordinate with Customer resources, as required by Customer, in preparation for the installation/upgrade process
- Install/upgrade separately purchased components of erwin DIS
- Confirm the operation and functionality of the installed/upgraded components

Troubleshooting Support Issues

The erwin PSO Consultants will work together with Customer to address any raised Customer Support Issues speeding up time to resolution and providing a concierge support liaison.

- Review and manage open support tickets
- Provide liaison to the support team to ensure all required documents, logs, screenshots and replicated data are forwarded to the Support team.
- Actively work with Support on resolution of issues
- Implement provided Support fixes and validate resolution
- Issue reporting and escalation as needed

Support for Enterprise Roll Out

Our consultants and architects will work closely with the Customer-designated teams, end-users and stakeholders to:

- Identify additional sources to be scanned based on Customer-provided use cases and direction
- Ensure Customer is licensed for all needed technologies

End User Support

The erwin PSO team will work together with the Customer project team, to help end users with issues and questions regarding topics including:

- Most effective strategies when rolling out to new user groups enterprise wide
- Product questions as responded to by a direct liaison
- Customer enhancement requests and feedback

Business Glossary Maintenance

Knowledge support and handholding related to the activities described below:

- Uploading terms for new business units
- Updating and/or resolving issues in workflows
- Designing new workflows
- Adding new catalogs as needed

Manual Mapping Support

Throughout the project, the erwin PSO team will support the scanning and mapping such as:

- Upload and validate manual mappings
- Identify areas where manual mappings are required

DIS Resource Manager Management

Throughout the project, the erwin PSO team will support the Resource Manager as follows:

- Setting up new users
- Setting up new roles
- Troubleshooting LDAP/SSO issues

Conditions and Limitations

Limitations

The Subscription Services Package is a monthly erwin Professional Services subscription that provides up to twenty (20) hours per month and can be sold in any number of monthly increments. Services shall not exceed (20) hours in any month covered under the subscription term unless agreed to by the Quest Professional Services team.

Prerequisites and Assumptions

- The scope of performed installation or upgrade (DI Suite, Business User Portal) is defined by the procured erwin DI Suite license.
- Scope of any managed services is per purchased and licensed DI Suite Modules.
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by Customer and will be invoiced at cost. All travel must be preplanned through project management.
- If Customer desires the erwin team to perform the installation and/or configuration activities itself rather than guiding the Customer team in such activities, all VPN access, VDI/desktop access, standard and privileged accounts, and all other required connectivity must be set up and in place to ensure the the erwin PSO team's activities can be completed remotely, and the erwin PSO team will not be responsible for any delay or inability to perform the activities to the extent caused by Customer's internal requirements to provide such access to the team. Otherwise the erwin team will guide Customer IT resources through the defined activities.
- Customer will ensure relevant business and technical resources are identified and available to participate in defined activities, answer questions, and complete validation as scheduled or needed.

SKU

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