

ON/2 Payment System Support Services

Protect your investment and extend the longevity of your payment system platform. Our customized ON/2 services components are delivered by professionals with years of experience in supporting mission-critical financial systems. From code review and audit to ongoing quality control, you receive the application development and product support necessary to ensure trouble-free operations.

Key Deliverables

■ Engagement process

- A project manager will be assigned to:
 - Define custom support services
 - Facilitate implementation of process and procedures
 - Develop documentation prior to start of services

■ Setup process

- The scale of the setup process is based on the level of process control required and may include some, or all, of the following:
 - Code review and audit
 - Remote secured access setup and testing
 - Environmental topography
 - Incident and problem management
 - Non-emergency service requests
 - Escalation procedures
 - Change management procedures
 - Quality control systems
 - Timeline for periodic service reviews
 - Establish service start date

■ Services deployment

- Stratus ensures a smooth transition from your existing support and provides high-quality ON/2 ongoing services
- Startup focuses on implementing process and procedures
- Steady state begins upon completion of startup phase

Ongoing Software Deployment

■ Fee-based software projects

- The Stratus Professional Services organization will work with you on a project basis to fulfill ongoing software development requirements. Assistance is provided throughout the entire project

Ongoing 24/7 Support Options

■ Transitional environments: 5 hours per month

- Provides short-term services delivery (3-6 months)

■ Static environments: 10 hours per month

- Small to medium-sized shops: predictable workloads

■ Active environments: 25 hours per month

- Single-module ON/2 systems: active development phase

■ Large environments: 50 hours per month

- For larger systems regardless of development activities

■ Large complex environments: 120 hours per month

- Multi-module setups, failover mirroring components, large terminal or authorizer populations

■ Fixed-price environments: unlimited 24/7 support

- For large, complex environments.

Duration

Per contract



Risk
Avoidance



Improve
Productivity



Optimize Service
Quality



Business Process
Optimization