

TOTAL CARE PLATINUM



Lawson Total Care is designed to provide increasing levels of support and application management service to meet the unique needs of our customer organizations worldwide. Our highest level of care, Total Care Platinum is designed to allow your organization to outsource all IT aspects of managing your Lawson applications — including infrastructure.

Lawson Total Care Platinum is specifically tailored to organizations that:

- Seek simplified support and maintenance in which Lawson provides the total package from software through support and delivery — including full hosting and application management services
- Desire a complete relationship with Lawson, backed by industry-leading, contractual service level agreement (SLA) commitments, throughout the lifecycle of your applications
- Have IT support financial and human capital constraints
- Value accountability and answers from one source

Lawson Total Care Platinum

Total Care Platinum includes deliverables such as patch and update management, 24 x 7 critical incident support, plus the added benefit of remotely-hosted applications — all for a single, modest monthly fee. Examples of included services are:

- Operating system administration, monitoring, and management
- Network administration, monitoring, and management
- Nightly and weekly backups with offsite storage
- Shared SAN disk
- Data replication
- Lawson Security administration
- Database administration
- Production support
- Performance tuning
- KPI reporting

As well as the option to include:

- High-availability support
- Disaster recovery, planning and strategy
- System performance assessments
- Health checks

- Additional non-warranty support hours
- Modification retro-fitting for application patches
- Modification maintenance & updates
- Product upgrade management
- Custom programming

The Choice is Yours

Total Care allows you to choose the level of support your organization requires now and into the future. A growing number of Lawson customers are requesting information on hosting/outsourced application delivery options. Total Care Platinum leverages optimized infrastructure, application management and support resources to provide customers with a less expensive option than doing it on their own — allowing you to focus your valuable IT resources on other strategic projects.

- **Predictability:** You'll know up-front what to expect from Lawson with predictability in service levels and pricing.
- **Measurable return:** Competitive pricing coupled with realizable cost savings can drive a faster return on investment.
- **Reliability:** We stand by our word with contractually committed service levels, such as response times of 30 minutes or less

With Total Care Platinum, you benefit from the highest level of support available for Lawson solutions, allowing you to focus on your business.

Lawson Expertise Gives You the Edge

Who could you trust to understand, support and maintain Lawson software better than Lawson? Total Care offers timely, global access to support experts who you know will understand your application.

Total Care Platinum combines the trust and strength of Lawson with the global leader in hosting and infrastructure management, IBM. Get world-class, secure global data centers in key regions, with IBM and minimize your risk through:

- Standard 99.7 percent uptime guarantee that surpasses the reliability of most in-house IT operations
- SAS70 Type II certification
- Stamp of approval from organizations such as Accel, Star, and U.S. Office of Comptroller of Currency after rigorous audits
- Information Technology Infrastructure Library (ITIL) methodology
- 24 x 7 staffed command center for rapid response to system issues

Lawson has a 30+ year history of partnering with IBM. We understand and deliver compatibility in software, hardware and middleware.

Simpler Is Better

Total Care helps reduce the complexity and the cost of maintaining your Lawson applications while protecting your investment long-term. Lawson staff in fourteen regional support centers and eleven product support centers around the world provide the most cost-effective and timely access to Lawson software expertise — not to mention the knowledge gained from thousands of Lawson implementations. It's one of the simplest ways to lower your total cost of ownership.

No matter your current situation, Lawson offers the right level of support to improve productivity, provide system optimization, and help you achieve system stability and operational excellence.

X = Included O = Optional	Total Care Bronze Base Maintenance	Total Care Silver Enhanced Support	Total Care Gold Application Management	Total Care Platinum Managed Hosting
• Upgrades, updates and corrections	X	X	X	X
• 24 x 7 access to Lawson Self-Service Support Infrastructure	X	X	X	X
• Access to Lawson Support staff	X	X	X	X
• Limited non-warranty support (help with "how-to" questions)		X	X	X
• 24 x 7 Emergency Support for critical issues*		X	X	X
• Priority case queuing for faster responses		X	X	X
• KPI reporting		X	X	X
• Annual System Performance Assessment		X	O	O
• Customer Care Manager (where applicable)		X		
• SLA-based managed services, such as:				
Service Delivery Manager			X	X
Installations of corrections and fix packs			O	X
Support for and maintenance of custom modifications			O	O
Upgrade planning and execution			O	O
Lawson performance tuning		O	O	X
Lawson product, database and security administration			O	X
Dedicated Lawson Support desk			O	X
Health Check (Business Process Assessment)		O	O	O
Weekend Pager		O	O	N/A
Additional non-warranty support hours		O	O	O
Custom Programming			O	O
• Application Hosting and Infrastructure				X

* 24 x 7 Emergency Support to U.S. Lawson customers using our services industry specific (S3) software applications is included as part of Total Care Bronze.

Lawson Total Care: Get the support you need now

Total Care continues to leverage ongoing product development, providing new releases, software updates, fix-packs and upgrades. With four levels of software support to choose from, you are sure to find the optimal solution for your needs. This table summarizes the benefits available to you at each level of support to help you make a more informed choice.

With Total Care Bronze and Total Care Silver, your organization gains peace of mind with basic yet personal maintenance and support services in cooperation with your own staff. For organizations seeking more in depth support with managed services, Total Care Gold and Total Care Platinum handle your applications and hosting needs.

For more information about Lawson Total Care, contact your Lawson Account Executive or Renewal Manager, or visit www.lawson.com.



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