

LEVEL-2 SUPPORT



A SERVICE TO PROVIDE TURNKEY LEVEL-2 SUPPORT OR AUGMENT YOUR SUPPORT TEAM

A sound and sustainable support strategy is key to providing the timely expertise required to run your business operations effectively. The levels in a typical support structure include:

Business Users

Level-1 | Your Helpdesk

Level-2 | Product Experts that Know your Operations

Level-3 | Manhattan Customer Support and your Infrastructure Support

If you're having challenges building or retaining a Level-2 support team, need expert staff to augment your team, or simply prefer to leverage your resources elsewhere, Manhattan Associates can help. Our Level-2 Support Program offers access to our experienced Manhattan solution support professionals in a flexible, cost-effective package.

With Level-2 Support you can:

- Leverage your resources on strategic initiatives instead of support
- Ensure availability of resources with Manhattan solution expertise
- Enable expedited implementation of new requirements
- Accelerate triage and restoration to reduce downtime
- Reduce costs and inefficiencies associated with managing multiple teams
- Know your true costs for annual support including fees to engage experts

“When our team was focused on various initiatives and new site rollouts, the Manhattan team successfully handled our Level-2 support needs throughout the year — including the critical peak season. It was very helpful to have the flexible access to expertise across all Manhattan applications.”

Drew Mastin
FedEx Supply Chain

TYPICAL PRODUCTION SUPPORT STRUCTURE

BUSINESS USERS

- Gather relevant incident details
- Timely incident reporting
- Communication of business impact and priority
- Participation in user acceptance testing

LEVEL-1

- Log incidents with relevant details
- Engage appropriate L2/L3 support
- Address low-complexity issues
- Update incident tracking system

LEVEL-2

- Incident triage/remediation
- Problem management
- Release and change coordination
- Configuration tuning and report maintenance
- Knowledgebase article creation
- QA testing support
- Business operations guidance
- Proactive functional monitoring

LEVEL-2 PRODUCTION SUPPORT DETAILS

- **Incident Triage/Remediation** — confirm impact, gather details, coordinate L3 support, implement workarounds, and restore service during all hours of operation
- **Problem Management** — prioritize, gather, reproduce, and perform first-level root cause analysis
- **Release & Change Coordination** — plan, coordinate, and support release and change events
- **Configuration Tuning & Report Maintenance** — support/maintain configuration setting changes (i.e., rule changes, adjusting location attributes, etc.) and minor operational reporting adjustments to production
- **Knowledgebase Article Creation** — create knowledgebase articles related to production incidents and FAQs
- **QA Testing Support** — support acceptance testing for ongoing production changes, including data creation, test script planning, and answering questions
- **Business Operations Guidance** — answer day-to-day functional and technical questions for live operations; peer-to-peer informal training
- **Proactive Measures** — build and respond to functional alerts, identify opportunities to reduce incident volume

LEVEL3 (SPECIALIZED)

- Environment admin, tuning and optimization
- Deploy Manhattan application updates
- Third-party application admin
- Build and respond to infrastructure alerts

LEVEL3 (MANHATTAN-CSSE*)

- 24X7 access to Manhattan experts via call center
- Recommend workarounds
- Resolve Manhattan-warranted application defects
- Deliver updates and patches

WHY MANHATTAN LEVEL-2 SUPPORT?

EXPERIENCED RESOURCES

- Experience matters. We know our solutions better than anyone — this is all we do
- Seamless coordination with other Manhattan experts (Level-3, R&D, DBA, etc.)
- Ability to sustain an experienced support team due to depth of talent pool

EFFICIENT SUPPORT

- Manhattan's Level-2 and Customer Support (CSSE) teams work hand-in-hand
- Flexible access to required skills (functional, technical, and various Manhattan products, etc.)
- Access to more resources means rapid response and restoration of production incidents

INCREASED VALUE

- Lower overall support spend due to competitive Level-2 support rates and more efficient model
- Monthly analysis of support trends provides insightful continuous improvement opportunities
- Allow your resources to focus on value-added initiatives — we'll handle support

NEXT STEPS

1. CONSIDER YOUR LONG-TERM SUPPORT STRATEGY

- What do you want your resources focused on?
- How are you building a scalable and sustainable support model?

2. COMPLETE THE LEVEL-2 QUESTIONNAIRE TO GATHER REQUIREMENTS

- Turnkey vs. augmentation
- Products, locations and coverage windows
- Confirm planned support tasks (tickets, reports, alerts, admin, etc.)

3. DESIGN A PROGRAM TAILORED TO YOU

- 24x7 on-call vs. business hours
- Onsite vs. remote

4. REVIEW PROPOSAL WITH PROGRAM OPTIONS

- Competitive rates
 - Term options
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“Manhattan partnered with us to create a Level-2 Support solution tailored to meet the technological and operational needs across our Manhattan environment. The seamless integration of Manhattan depth and expertise into our business application support team has enabled us to focus on other value-add initiatives - while reducing related support ticket volume by 35%.”

Jim Heidegger
Legacy Supply Chain Services



LEVEL-2 SUPPORT SUCCESS STORIES

- A third-party logistics provider was able to **rapidly deploy** 9 sites while Manhattan handled the support of their existing sites.
- A pharma customer achieved a **15% reduction in ticket volumes** through Level-2 training and implementation of continuous improvement measures.
- Support provided from Manhattan allowed a retail customer to maintain support Service Level Agreements despite **unplanned attrition** of customer Level-2 team.
- An apparel retailer leveraged Manhattan's Level-2 support to **expedite testing and deployment** of a high-impact business need.
- A fashion retailer leveraged Level-2 to provide **guidance to Operations** on additional product capabilities after go-live to drive further returns on investment.
- Manhattan provided dedicated peak season Level-2 support that resulted in a **very successful peak season** for a major eCom customer.

For more information contact:
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