



FYB Support Membership
Support for your Information
Governance Environment

We think differently about support – we provide proactive support to prevent issues arising, we empower your team through knowledge transfer and we care about your integrity and compliance



Why do you need an FYB Support Membership?

- ▶ Reduces the cost of having to recruit specific expertise to support each of your products
- ▶ Allows your internal support staff to focus on effectively supporting the business
- ▶ Supports your organisation achieving information governance, information security and recordkeeping compliance requirements
- ▶ Mitigates risk by ensuring your technical environment is performing at its optimal best
- ▶ Proactive lodgement and management of enhancements with software vendors, ensuring the product moves in line with your needs
- ▶ Proactive notification of issues and their resolution, enabling you to plan for upgrades



Delivering the best Information Governance,
Systems and Solutions to our customers.

When you implement an FYB solution or choose one of our products, this is just the beginning of our partnership with you. We have made proactive ongoing support a priority of what we offer to our customers so that you can rely on us anytime from anywhere, with an FYB Support Membership.

An FYB Support Membership provides you with a fully managed support service for on premise or in the cloud implementation of Micro Focus Content Manager.

This can include the deployment of patches, hotfixes or upgrades depending on your support membership package, and comprehensive reporting to enable you to proactively plan scheduled outages, upgrades and training.

As part of your support package you will also have free access to the FYB Enhancement Suite of add-ins for Content Manager.

Our Service Desk is based in Australia and provides more than just technical support for your applications - it also provides information governance, information security, document management, records management and archiving expertise to ensure your organisation is meeting your business and legislative compliance requirements.

Need expert help and assistance for your information governance environment, then contact us to discuss an FYB Support Membership for your specific needs.

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