



# FAST AMS™

Focus on Success



You stay ahead by focusing on what you do best. Your FAST solution is in place and running at peak performance. How do you maintain success and stay focused on your business? You leverage FAST AMS, a total managed care service.

Delivering consistent quality of service, managing your IT service delivery, and maintaining your competitive technology advantage are critical to the ongoing success of your enterprise search solution. FAST AMS (Application Management Service) is an alternative to in-house application management. FAST partners with you assuming the responsibility of keeping your search solution operating at peak performance and ensuring that you are utilizing the capabilities to your best advantage while you stay focused on your business.

#### Total Managed Care

FAST AMS delivers end-to-end application management services. FAST staff perform all routine operations and maintenance on your search implementation and its subsystems. FAST collaborates with your team, planning for changes in your business and innovation in the technology. FAST delivers this service remotely or you can opt to have FAST host your solution in one of our hosting centers.

The hosting option provides not only the routine management but also the network, security, and highly trained professionals for 24/7 coverage, 99.5% uptime commitment, and monitoring of your index in a fully serviced lab that exceeds Class 3 standards with the flexibility to invest in on-demand IT infrastructure as and when you need it. FAST AMS. The total managed care solution to give you peace of mind knowing that your search solution is delivering maximum business benefit.

#### The FAST Advantage

Leverage FAST skill and experience for the management of your mission critical search environment to reduce your risk of downtime and system inefficiencies. FAST complements your staff with a highly-skilled team of specialists

dedicated to ensuring your search solution is running cleanly with no signs of impending trouble.

FAST utilizes proven processes for regular monitoring and system health checks in your search environment reporting on performance and alerting you to any trouble spots. In the case of service exceptions, FAST will create the FAST technical support ticket and track it to closure, ensuring that there is minimal disruption to service and no disruption to your team.

FAST AMS keeps a vigilant watch on your search solution to help maintain peak performance with ongoing services including:

- Monitoring and Reporting
- Problem Resolution
- Performance Optimization
- Index Maintenance

#### Plan for Change

Let FAST help you shape your future. FAST AMS includes periodic workshops collaborating with your team to define application and maintenance roadmaps around changes in your business environment and technology innovations, ensuring peak performance and alignment with your business objectives. We manage change by planning for it: we will help you assess the impact of change on your environment.

#### The Bottom Line

Let FAST help you stay focused on your business. Leverage FAST to scale your search solution and deliver expert care for your search solution. We are committed to exceeding your expectations and continuing our 98% customer satisfaction rating.

We succeed only when you do.

#### FAST AMS Benefits:

Customer Satisfaction with consistent and high-quality user interaction.

Freedom to focus on your business.

FAST Experience, Skill, and Scale.

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