

# Premium Services

Taking you further

Customer success is the cornerstone of Calypso's business - our mission is to provide exceptional service to our clients. Our Premium Services offering delivers the full complement of Calypso resources that our customers need to meet the challenges in today's complex, highly-regulated capital markets. Our Technical Account Management and Premium Plus packages deliver a powerful combination of customized service and strategic planning, ensuring customers maximize the return on their Calypso investment.

## Personalize Your Support

Your Technical Account Manager (TAM) brings a wealth of experience in delivering solutions for clients of all sizes. Your TAM will listen to your needs and act as a liaison between all relevant departments of Calypso including Product Management, Development, Operations, Sales and Professional Services. Your TAM will prioritize your support requests and urgent business needs.

## Leverage Industry Best Practices

Our Premium Services package includes dependable technical and functional solutions that leverage industry and Calypso best practices. Our offering is based on our unique combination of deep capital markets knowledge, our core competency in technology, and our extensive years of professional experience. In addition, we offer our Premium Plus clients access to a variety of special programs that take advantage our people and process expertise.

## Maximise Your Calypso ROI

All Premium Service clients receive access to Calypso subject matter experts, including product managers and technical staff, thus ensuring they are able to maximize the ROI of the platform. In addition, Premium Plus clients participate in an annual Customer Advisory Board, which allows senior management from both sides to discuss their visions and roadmaps. The TAM ensures the right Calypso resources are available to hear the client's business and IT strategy and to present our relevant solutions.

## Reduce Cost

Eliminate the expense of multiple implementation vendors by using Calypso's integrated Premium Services. Your Calypso team will work with you to plan and develop the right solution so you can support your business needs in the future while managing your total cost of ownership.

### Premium Services Offering

	Service Features	Technical Account Management	Premium Plus
<b>Customer Advocacy</b>	Client Advocate and Trusted Advisor	✓	✓
	Single Point of Contact	✓	✓
	Understands client business and ecosystem	✓	✓
<b>Operational Risk Mitigation</b>	Monthly on-site status review	✓	✓
	Facilitation of critical support issues resolution / escalations	✓	✓
	Steering Committee representation for on-going projects	✓	✓
	Multi-site / Multi-instance coordination	✓	✓
<b>Analytics and Measurement</b>	Quarterly 360 degree relationship review	✓	✓
	Balanced Scorecard review	✓	✓
	Review of Account Metrics	✓	✓
<b>Best Practices and Education</b>	Training (eLearning & eBooks – Semi-annual access for 5 users)		✓
	Access to Technical Architect (5 days annually)		✓
	Product Support best practices training, twice annually		✓
<b>Insights and Planning</b>	Advance access to Calypso roadmaps		✓
	Provides inputs to clients' strategic planning	✓	✓
	Annual Customer Advisory Board		✓
<b>Special Programs</b>	Execution of client's regression tests in Calypso Test Lab		✓
	Annual Technical Health Check		✓
	Access to Bank-in-a-Box Documentation		✓
	Option for additional Release Branch (for 6 months)		✓



## Who Is Using Calypso?

# 34,000+

USERS

# 200+

LIVE SITES

# 200+

CUSTOMERS

# 60+

COUNTRIES

### Technical Account Management

Calypso Technical Account Management is an annual subscription-based service that provides proactive and focused customer advocacy for our customers. Key elements of the program include:

- **Technical Account Manager (TAM):** Acting as a single point of contact, the TAM is your advocate and champion within Calypso. TAM is your trusted advisor who has an in-depth understanding of your business objectives and priorities.
- **Insights and Planning:** Your TAM provides strategic and product advice to ensure that you maximise the performance of your Calypso solution. Through this relationship, the TAM helps in your strategic planning process around Calypso and plays a critical role in planning for Calypso upgrades and new feature roll-outs.
- **On-site reviews:** Monthly and quarterly reviews and periodic account status reporting and dashboards with your TAM promote proactive maintenance.

“ Our relationships with Calypso product management and engineering are extremely productive. Both groups treat us as partners. ”

- Tier 1 European Banking Client

### Premium Plus

Premium Plus is an annual subscription-based service that provides additional features to the customer, which also includes a dedicated TAM. This program delivers specialised services to enable clients to roll out new functions and features and to upgrade to the latest Calypso version faster and with superior quality. Premium Plus presents several distinct advantages:

- **Execution of user test cases in Calypso Test Lab:** Calypso has the right tools to help you take control of your test management practices. Our customers are enabled to run regression test cases executed in the Calypso Test Lab, which is driven by specialised product testing teams, on an as-needed basis.
- **Access to Technical Architect:** You will have access to a Calypso Technical Architect for 5 days on an as-needed basis. The architect is available to review and advise on your deployment architecture.
- **Annual Technical Health Check:** This is a proactive engagement that reviews key performance indicators in order to identify possible points that require remediation.
- **Access to Bank-in-a-Box documentation:** This includes reference manuals for a standardized operating model and business workflows. Implementation of Bank-in-a-Box reduces operational risks and delivers cost efficiencies.
- **Access to an additional release branch for 6 months per annum:** This gives clients the flexibility to run more than one Calypso project or upgrade stream in parallel, with fixes being delivered to specific client branches.

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CONTACT US: [solutions@calypso.com](mailto:solutions@calypso.com)

HQ

San Francisco  
+1 415 530 4000

North America

New York  
+1 212 905 0700

EMEA

London  
+44 20 3743 1000

Paris

+33 1 70 83 51 00

APAC

Hong Kong  
+852 3918 3588

