

TREXIS

Never leave a  
customer behind



# YOUR PARTNER EVEN AFTER WE FINISH

We remain available to support our customers after the project is completed.

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The treXis maintenance and support program is designed to ensure customers are taken care of, even after the treXis team completes a project.

This helps to nurture our relationship with our customers and is non-billable.

The program focuses on maintaining existing deliverables, and supporting the customer with new design and development considerations.

treXis provides customers with on-demand and real-time support to ensure the delivery of the solution remains operational.

Additionally, the Finite support program focuses on keeping core connectors up to date with the latest core changes.

## 1 | We maintain what we implement

Not all customers have the development capacity to maintain an implementation. Successful implementations require investment in a continuous SDLC to operationalize their production environment.

**Implementation maintenance** focuses on fixing defects and critical performance issues as a result of the treXis implementation.

**Continuous integration and delivery maintenance** fixes any deployment pipeline defects. The goal is to help the customer remove any bottlenecks in existing pipelines, and make sure automation runs smoothly.

## 2 | Use our experience to your benefit

treXis has cultivated a team of engineers with the experience and skills required by financial institutions to successfully perform fintech implementations.

**Implementation support** provides customers with answers and solution designs to implementation-related questions.

**Cloud architecture support** offers customers guidance and support to cloud deployment-related issues. This includes performance and security recommendations.

## 3 | We help find the root cause

Fintech implementations are complex and every implementation comes with its own unique challenges.

The treXis **root cause analysis** presents real-time investigation to critical issues, to help identify the appropriate solution to solve the issue.

The RCA service is limited to a four-hour working session with the customer team, with the intent to identify the root cause of a given scenario to provide a recommended solution.

## Are you a treXis Finite customer?

The Finite API product maintenance and support program ensures customers receive regular patches and upgrades that contain performance and quality improvements. The treXis maintenance and support team will front any issues reported by customers, and engage the treXis product development team to resolve issues based on severity.

**Connector maintenance** includes defect fixes and critical performance fixes reported by customers. This includes Core Connector upgrades in the event that the underlying core upgrades introduce breaking changes.

**Finite API support** includes support from the treXis product development team on aspects such as best practices, cloud deployment and security considerations. This also provides the customer with regular roadmap updates.

# 4

## We support your help desk and IT staff.

treXis is your first line of response for anything developed by treXis or if you are a Finite customer.

Maintenance and support requests are logged with helpdesk@trexis.net. This will automatically generate a support ticket, which our treXis support and maintenance team will respond to based on its severity.



### SEVERITY HIGH

treXis responds within one hour of receiving the request



### SEVERITY MEDIUM

treXis responds within four hours of receiving the request



### SEVERITY LOW

treXis responds within 24 hours, or a date provided by the customer

## Basic Finite Support

This package is designed for customers only using Finite, and is focussed on support the **Finite API** and **Finite Connectors** purchased.

**\$25,000**  
per year

Weekdays  
9am EST – 5pm EST

## Basic Maintenance & Support

This package includes **Basic Finite Support**, but then is providing additional **implementation support** that treXis performed as part of the project

*Includes 12 RCA instances*

**\$75,000**  
per year

Weekdays  
9am EST – 5pm EST

**\$168,000**  
per year

Weekdays &  
Weekends 24/7

# 5

## Terms and conditions

- Maintenance and support is available for one year after completing a project, and after the transition phase is completed.
- Root cause analysis is available only between 9am EST and 5pm EST.
- Root cause analysis incidents are limited to the number of incidents agreed to in the SoW.
- Maintenance is limited to existing code, or code generated as a result of maintenance.
- Maintenance is applicable only to code written by treXis engineers.
- Maintenance is performed only on lower environments, where engineers are not exposed to customer data.
- Maintenance is applicable only to code that contains identifiable defects.
- Code examples and bug fixes are delivered to customer engineers, and not directly implemented by treXis.
- Maintenance does not include defects or performance issues caused by product upgrades.
- Finite maintenance does apply to core upgrades; however, Finite core connector upgrades are applicable only if the core remains in the same major version, and the underlying architecture of the core APIs does not change.
- treXis does not become first line support for any third party products, such as Backbase.

Please contact your Technical Delivery Manager on your project for more information, or email us at [helpdesk@trexis.net](mailto:helpdesk@trexis.net) and we will get in touch with you.

# treXis Digital Banking as a Service

Let us be your support and innovation team helping you build out the platform

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## What is Digital Banking as a Service?

Digital Banking as a Service (DBaaS) is a complete service solution for supporting, monitoring, maintaining, upgrading, and enhancing your digital banking applications implemented by treXis.

DBaaS is designed for financial institutions with small to no information technology staff. Supporting a modern digital banking platform requires a broad range of expensive and hard to find resources. We provide the team sized correctly to maintain and enhance your applications along with 24/7 coverage to assist your help desk staff and support your customers if something goes wrong.

## 6 | How DBaaS is different from standard support

DBaaS provides everything included in the basic 24/7 support and maintenance offering from treXis, and more.

Standard support is designed to provide answers and direction for your staff. DBaaS provides the full team you need. Whether you have a small IT staff who need to focus on other projects, or no IT staff at all, we've got you covered.

DBaaS takes support to the next level, by providing proactive exception log monitoring and resolution, product upgrades, security patches, performance monitoring, and the capacity to address enhancement requests with team excess capacity.

## 7 | Full implementation team

treXis has cultivated a team of engineers with the experience and skills required by financial institutions to successfully perform fintech implementations.

**With DBaaS you have a full team** at the ready comprised of: Technical Delivery Manager, Devops Engineer, Backend Engineer, Frontend Engineer, iOS Engineer, Android Engineer, and QA Engineer.

If you have an IT staff who would like to own the project going forward, DBaaS can bridge that gap. If you have no IT staff, DBaaS is ready to provide the support for as long as you need it.

## 8 | Augment your helpdesk

While DBaaS provides 24/7 support, it is not intended to be your first line of support. Instead DBaaS resolves issues reported by your help desk and business owners and trains them to resolve common support issues that arise.

In addition we are there to fix defects, troubleshoot issues and keep your solution operational according to our published Service Level Agreements.

More details about service level agreements can be found in the standard support section above.

# 9 | Innovate together

DBaaS provides a full 7-person implementation team at half capacity. Which means you have 1 year of a full implementation team available to you 50% of the time.

How is the time managed?

Throughout the term of the contract as the team performs support and maintenance services, the treXis team tracks and records time spent.

As the team has excess capacity over and above the 50% allotment, that capacity can be used at the discretion of the executive sponsor for implementing enhancement requests, performing training for your staff or any other relevant activity you deem to be beneficial.

## Flexibility to use excess capacity

The DBaaS team is intended to be an alternative to having your own Digital Banking support staff and as such the team can be directed to implement small feature requests with the allocated capacity. This means you get development capacity in addition to support.

## Implementation team required for large initiatives

Note that for large initiatives which exceed the capacity of the support team allotment, a statement of work may be required to engage a full time implementation team as part of our standard delivery offerings.

## Your success is our success

treXis understands that we only succeed when you succeed. We are committed to functioning as an integral part of your team and driving Digital Banking success.

## Quality Assurance Service

This is an **add-on** to Basic Finite - or Basic Maintenance Support providing customers with **QA maintenance and support** including **automated web and service testing**

**\$80,000**  
per year

Weekdays  
9am EST – 5pm EST

## Digital Banking as a Service

This include all other packages as foundation: **Basic Finite Support, Basic Maintenance & Support** and **Quality Assurance Service**, with then added **Innovation, Analysis** and **Upgrade** hands on support

*Includes a bucket of 1000 team hours for maintenance, build and extend*

**\$400,000**  
per year

Weekdays &  
Weekends 24/7

*Customers can purchase add-on Root Cause Analysis hours **or** an additional bucket of 1000 hours from our maintenance and support team*

Thank you.

BY ENGINEERS FOR ENGINEERS