my**COD**
Consulting On Demand

THE Authentic
support
web portal

4.96/5
myCOD customers
satisfaction index*

Effectiveness
Shared / Secure
International

Availability
On-Demand
Real time

Expertise
Technical and
functional support

Ease-of-use
Flexibility
User-friendliness

COD

Account Login

Username:
Password:

Account Login

Ver 2.16.15

ComActivity Business Process Platform
© ComActivity 2002, 2013

A shared support portal

Committed to service quality and proximity, Authentic delivers user-oriented service for companies running Infor M3® (RPG, Java) as well as applications developed or distributed by Authentic. www.myCOD.fr is a secure web portal that provides direct access in real time to Authentic's technical and functional resources (pool of consultants and developers, etc.).
This support service gives you access to a personal online area and meets all your needs related to maintenance, special development and consulting services.

Promises kept

• Support made easy
The myCOD service is tailored to customers' needs based on the volume handled (occasional or recurring needs, number of users, etc.) and project type. Each myCOD customer has a time-unit credit (tickets) from which support sessions are deducted on a 15-minute basis. Requests entered in myCOD are reviewed and then processed based on their type and criticality.
Customers can track their requests in real time (notifications, status, statistics, etc.) and the balance of their tickets.

…The added value of myCOD? Its Technical/Consulting mix…

Benoit Marszalek, ISD - Pochet du Courval, subsidiary of Groupe Pochet

• MyCOD World
MyCOD is an international global service available for Europe and USA, with a dedicated and bilingual team of consultants and project managers.

*2015 survey

• Winning service
Today, the performance of myCOD is proven, with customer satisfaction indices that clearly attest to the user-friendliness and ease-of-use of the tool, but also service quality. The statistics integrated into the portal show excellent results in terms of processing and resolution times.

AUTHENTIC

www.authentic-grp.com

myCOD

ENABLE package
Occasional needs
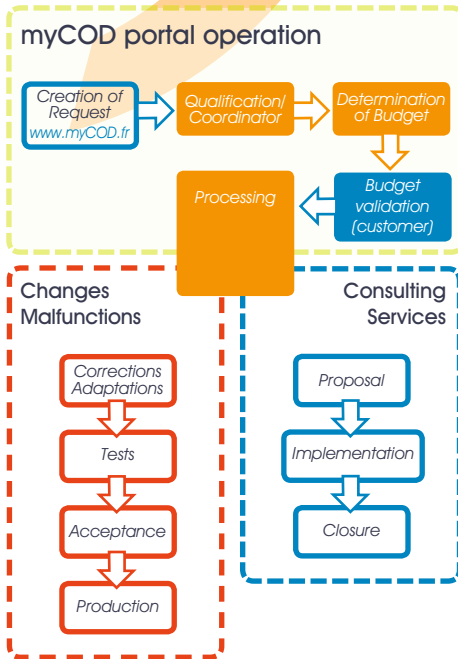Level 2/3, single user, 30 tickets

PROFESSIONAL package
Recurring needs
Level 2/3, several users, 100 tickets
Option: myCOD World

ENTERPRISE package
Outsourced third-party maintenance
Level 1, enduser direct acces
Option: myCOD World / dedicated resource

96% of urgent requests processed the same day*

*2015 survey

myCOD portal operation

Creation of Request www.myCOD.fr → Qualification/Coordinator → Determination of Budget → Budget validation (customer) → Processing

Changes Malfunctions
Corrections Adaptations → Tests → Acceptance → Production

Consulting Services
Proposal → Implementation → Closure

Etat	Priorité	N°	Description courte	Application	Domaine	Statut	Date création	Date modif.
	3-Normale	2063	Prevent from delivering items with no weigh	MOVEX	Développement Java	C1-A tester (client)	14/02/2013	12/06/2013
	3-Normale	2189	Unexpected CO line with status 33	MOVEX	Commercial	C0-En traitement	11/04/2013	10/06/2013
	3-Normale	2194	Delivery cancellation using OIS390	MOVEX	Développement Java	C1-A tester (client)	12/04/2013	07/06/2013
	3-Normale	2288	480094 - Executed delivery still foudn as	MOVEX	Commercial	C0-En traitement	03/06/2013	13/06/2013

Mes demandes | Toutes les demandes | Synthèse par statut
Mes demandes en cours
1 / 1 (4)
Mes demandes en traitement chez Authentic Conseil

Etat	Priorité	N°	Description courte	Application	Domaine	Statut	Date modif.	Date création
	3-Normale	2158	462397- Customer invoiced with VAT whe	MOVEX	Finances	C4-En attente de clé	12/06/2013	28/03/2013
	3-Normale	2285	457886 – Missing/incorrect item in a deli	MOVEX	Commercial	C0-En traitement	12/06/2013	31/05/2013
	3-Normale	2289	Summary invoices - question additionelle a	MOVEX	Commercial	C0-En traitement	12/06/2013	03/06/2013

Request tracking screen

Types of support requests
• Correction of malfunctions: analysis, resolution, escalation to Editor, patch installation, etc.
• Custom development, changes: RPG/MAK, EDI messages, document formatting (MOM), etc.
• Functional consulting: configuration, assistance with archiving, outsourcing of user support, etc.
• Technical services: version migration, architecture optimization, performance diagnostic, etc.

> " *Authentic's myCOD solution is really unique in the market…* "
> *Stéphane Cazat - Autoliv*

AUTHENTIC

LOCATIONS
- Nantes
- New York
- Paris
- Lyon

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Authentic "User Friendly"
An IT Services and Solutions company with strong growth potential, Authentic was created in 2004 and is a recognized expert in ERP integration, particularly for Infor M3®. Authentic's mission is to provide its customers with development support in France and around the world and to help them be more productive in their business processes. In keeping with its values of Freedom, Humility, Excellence and Respect, the user is always at the heart of Authentic's project approach.

References: *Actia, Akiolis, Autoliv, Bricodeal, CapVI (Groupe Laurent) Carwall, EFI, Equip Aero, Fedipat, Joseph, Manitou, Intersport, Neuhauser, Olympus, Pochet, Poma, Siplast, Weir Power, Zodiac Aerospace, etc.*

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