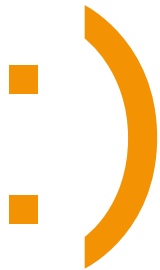


# myCOD

## Consulting On Demand

Outsourced support services



Support Portal for Infor M3



<p><b>Efficiency</b> Dedicated / Secure Tracking / Reporting</p>	<p><b>Availability</b> myRobot access High responsiveness</p>	<p><b>Expertise</b> Technical and functional support</p>	<p><b>Ease-of-use</b> 3 service levels User friendly</p>
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### Personalized support portal Promises kept

Committed to service quality and proximity, Authentic provides user-oriented service for companies running Infor M3 (RPG, Java) as well as applications developed or distributed by Authentic. [www.myCOD.fr](http://www.myCOD.fr) is a secure web portal that provides direct access in real time to Authentic's technical and functional resources. This support service gives you access to a dedicated online area and meets all your needs related to maintenance, customization development and consulting services.

**• 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 are reviewed and then processed based on urgency, type and criticality. Customers can track their requests in real time (notifications, status, statistics, etc.) and view 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 North America, with a dedicated and multilingual team of consultants and project managers.

**• Top rated 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 in terms of service quality. The statistics integrated into the portal show excellent results in terms of processing and resolution times.

# myCOD

## ENABLE package

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

## PROFESSIONAL package

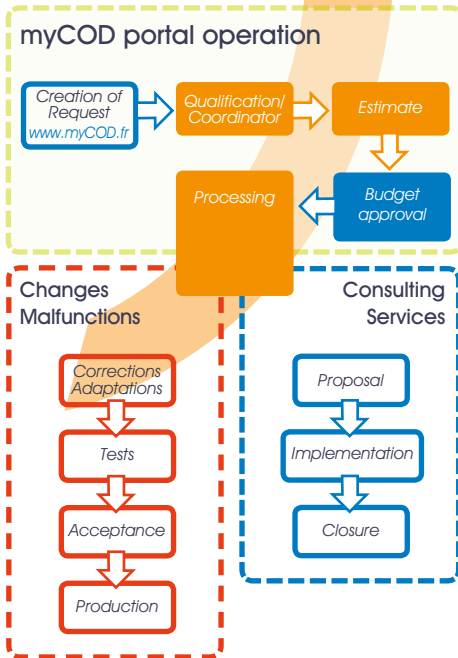
Recurring needs  
Level 2/3, several users, 100 tickets  
Option: myCOD World

## ENTERPRISE package

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



**myRobot**  
Personalized remote support



Request tracking screen

State (Cr)Priority	Nr	Short description	Application	Area	Status	Creation date	Modif. Date
2-High	1	CO290 - Can I reverse returned quantity	Hovex/M3	Sales	C1-% to be treated (auto)	2017-03-03	2017-03-03

State (Cr)Priority	Nr	Short description	Application	Area	Status	Modif. Date	Creation date
2-High	2	Planned PO remains in status 60	Hovex/M3	Supply Chain	S2-Budget to determin	2017-03-03	2017-03-03
3-Normal	3	Modification APE M05416MS/PrintDoc	Hovex/M3	MAK	S4-% to be treated	2017-03-03	2017-03-03
3-Normal	4	How does Risking resource planning work ?	Hovex/M3	Sales	S4-% to be treated	2017-03-03	2017-03-03

Request tracking screen

**80%**  
of urgent requests  
solved in less than  
1 hour

### Support request types

- 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**



Partner Network

### LOCATIONS

- New York
- Paris

### CONTACT

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contact@authentic-grp.com  
www.authentic-grp.com

### Authentic "User Friendly"

An IT Services and Solutions company with strong growth potential, Authentic was founded 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 customer engagement.

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

