Origina

At Origina, we do one thing, and one thing well:

THIRD-PARTY IBM SOFTWARE SUPPORT

WHO IS ORIGINA

WE HAVE A
SINGLE MISSION

A mission to change the software world by empowering software users, removing complexity and ambiguity and championing intimate support to create a new era of freedom and opportunity. A mission built on honesty, integrity, dedication and above all else, passion. A mission driven by our people. A mission designed for one audience in mind, our customers.

With annual maintenance costs consuming about 20% of the initial license purchase price,

a mid-sized business will have more than doubled its spend on an IBM application within five years. The longer a company keeps an application in use, the more expensive the total cost of ownership becomes. The situation is even more costly and precarious for organizations with unsupported versions of an IBM product. In addition, IBM continues to increase the cost of software and support services, eliminating discounts and changing pricing models.

Gartner.

Origina is a recognized vendor on Gartner's Market Guide for Independent Third-Party Support.

At Origina, we offer a simpler, more cost-effective approach, using a proven third-party maintenance and value-added services model.

According to Gartner, four out of five IT professionals say they would invest in a third-party maintenance solution if it were more affordable and offered more comprehensive support than their current vendor contract. *That's where we come in.*

SAVE WITH ORIGINA

Origina helps businesses achieve significant savings *(an average of 50%)* in IBM software maintenance costs while delivering customized, value-added support & services that improve the overall performance, stability and security of your application. We offer support for more than 800 IBM® Passport Advantage applications, and Origina's worldwide team delivers responsive support and deep technical knowledge when companies need it most.

Origina's service philosophy is underpinned by three fundamental principles:
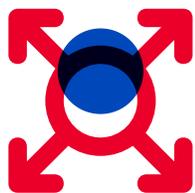
EXTEND
the longevity and lifecycle
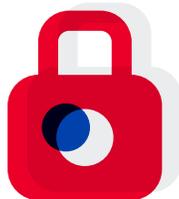
PROTECT
the security and stability

ENHANCE
the performance and functionality

Building a software support and maintenance strategy upon this service philosophy provides the quality of service customers need, and puts them firmly back in control of their operational expenses and IBM product roadmap strategy.

Origina is recognized as the leading third-party provider of IBM support by multiple experts, including Gartner and Forrester. Our customers rely on our expertise to provide maintenance, advice, and solutions that help them maximize the ROI of their IBM spend.

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Origina's service offering is composed of two main elements:

IBM® PASSPORT ADVANTAGE SOFTWARE SUPPORT

Our enhanced version of the 24x7x365 support provided by IBM. We provide support for more than 800 IBM software products, including those that have since been divested to HCL, SS&C and Certance. Free from traditional version lifecycle policies, we support all versions for as long is required. An intimate support service based on a team of dedicated & named IBM experts assigned to each IBM application and a service bound by a Service Level Agreement (SLA) — both something IBM doesn't offer. Origina takes ownership of any technical or integration issues on behalf of our customers. No more six-month response times to a trouble ticket. We provide the high-quality, responsive support services that IBM customers should have been receiving all along.

VALUE-ADDED SERVICES

Our value-add services were designed in partnership with our customers. Not only can we extend the lifecycle of your IBM investment, but we can fine-tune it to perform and function even better than before. We can extend the functionality of your current IBM software through customized feature enhancements — all without unnecessary upgrades to your current version.

LAYERED APPROACH TO SECURITY

We can enhance the security of your web-based IBM applications using our unique Vulnerability Shielding solution and protect you against non-cyber threats like vendor license audits.

Find out more at origina.com

ORIGINA CORE SERVICE:

24x7x365 Technical Support for IBM and HCL software

Full support for all versions

Technical problem ownership & management

Direct access to IBM product expertise

A layered approach to problem resolution

Service transition reviews

TAILORED SUPPORT:

Vulnerability Shielding

Interoperability Validation

Solution Architecture Optimisation

Product Feature Enhancements

On-Site Support

IBM License Entitlement Validation

IBM License Audit Support

ADDITIONAL BENEFITS:

Protecting your IBM products from cyber-attack

Access expert knowledge for retirement planning of legacy software

Reduce risk of your digital change programs (by involving Origina experts)

Maximize the ROI in your licensed IBM software product through feature enhancements

Supporting digital transformation as a bridge from your legacy IBM software

Technology roadmap review and migration strategy

Entitlement analysis & audit defence

IMMEDIATE DIRECT BENEFITS:

Cost reduction to the business on day one

Smoother ticket resolution results in reduced operational overhead

Avoid forced upgrades and associated project costs and risks

Access to expertise in consulting cost avoidance

Lower technical & operational cost of ownership

ENHANCED SUPPORT

For customers who require an enhanced level of support over what IBM provides and do not envisage an upgrade beyond what they are already entitled.

LEGACY SUPPORT

For customers who run unsupported IBM software products versions today but wish to retain the ability to upgrade to a new version which has not yet been released.

ORIGINA'S LAYERED APPROACH TO SOFTWARE SECURITY DELIVERS BETTER PROTECTION THAN IBM ALONE

Origina uses a layered approach to security that adopts elements of the world's leading cybersecurity frameworks to help customers protect their IBM software from emerging threats. This approach helps our customers avoid falling victim to a single point of failure – relying on vendor-supplied security patches that may never arrive.

The journey to an improved security posture starts with an assessment during service transition to identify measures to reduce the attack surface. Awareness of new and emerging security vulnerabilities, and more importantly the measures to mitigate their exposure, comes via our Vulnerability Advisories. These are only two of our services that provide a better level of defense over IBM's standard support.

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WHY SWITCH TO ORIGINA?

SAVE 50% ANNUALLY

Origina's annual third-party software support costs for IBM software is more affordable than vendor support.

PROACTIVE SOFTWARE SECURITY

Layered approach to cybersecurity delivers better protection for security vulnerabilities from day one.

DEDICATED SUPPORT 24/7

Independent Global IBM® Experts provide dedicated support on a per-product basis for each application in the digital estate.

Origina also offers freedom to define and implement an IT roadmap according to your unique business needs. Guaranteed faster response and resolution times on support tickets and the ability to deploy, use, and upgrade to any entitled IBM version gives you complete control.

HOW WE WORK

Our team will give you complete confidence that the third-party support model is the right choice for your business. We will provide you clarity and guidance on your license rights, entitlements and how easy it is to move to third party support.

We will demonstrate the substantial cost savings you will make year-on-year and identify wasteful spend. We will capture all of your existing software version entitlements to ensure you don't lose the ability to upgrade to those versions at a later stage should plans change.

We will create fixes for your IBM software products so you don't suffer the consequences of software defects. We will commit to putting you first and eliminate yearly service charge increases.

And more importantly, we will be your trusted support partner.

REQUEST FEASIBILITY ASSESSMENT TODAY

LEARN MORE AT WWW.ORIGINA.COM

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