



Navis Support Services for Product Extensions

You have invested in Navis N4 and most likely have added extensions to the platform to meet the exact needs of your terminal's operations. These extensions have been built outside of the N4 TOS to make your operations more efficient, cost effective and competitive. It took a lot of time and resources to build these extensions, integrate them into the TOS and do the testing that ensured their stability. But now your operational needs are changing and it is time to upgrade your TOS or add a new extension. How can you ensure that this latest TOS release will be compatible with your existing custom configured extensions? How can you trust that the new extension will work with existing technologies and configurations? How can you ensure that code built outside of N4 won't wreak havoc on your operations?

Navis understands that TOS product extensions can be a challenge to maintain and sustain as you upgrade and improve your systems and operational processes. This is why we now have a support and sustaining team to help you manage your TOS extensions, providing support for the total TOS solution.

Navis Support Services for Product Extensions is comprised of a team of experts who can help you manage your extension code library, test the compatibility of existing code against new N4 releases, fix bugs in extensions, all to help you maintain your high performance standards and minimize downtime. In addition, our team can help you implement a global process for code and documentation consistency, which will help you to maintain a centralized library of resources.

About Navis Support Services

Navis' leadership in product and service innovation and our commitment to support, protect, extend, and evolve your current technology plays a critical role in maximizing the functionality and minimizing the downtime of your IT investment. Our proactive support, maintenance and expert guidance enable you to use your operational hardware and software technologies to their full potential while protecting and maintaining your investments under increasingly complex conditions.

Benefits of Navis Support for Product Extensions

- 1 Minimize system downtime
- 2 Ease the transition to new N4 releases
- 3 Reduce time to upgrade and implementation go-lives
- 4 Ensure Product Extension compatibility with the TOS
- 5 Improve management of maintenance and support budgeting

Navis Support for Product Extensions

Services Include

- A complete approach to problem solving regardless of problem type (core product bug, extension bug, configuration error, etc.)
- Bug fixing of any in-production extension error
- A reporting process that is consistent with reporting of core product issues
- Porting of the extension library to release upgrades
- Equitable M&S fees calculation based on the cost of producing the actual code in use in production
- Tests are completed ahead of your upgrade to identify compatibility issues and fix them against nominated upgrade versions
- Upfront fixes based on elected target versions
- Guidance and advice on changes between N4 releases taking in to consideration product extensions in the system – customer assessments and extensions comparative analysis
- Unit and release compatibility check

What is a Product Extension?

Product Extensions are customer-specific features that are developed outside of Navis' standard and generally available N4 software products. This includes any external feature, plug-in, or extensions to existing software modules which utilize Groovy or any other programming language. Product Extensions are created by Navis, Navis customers or other third parties and are considered a modification or enhancement to the software.

About Navis Support Services

Navis is devoted to customer satisfaction and committed to providing global, world-class customer support 24 hours a day, 7 days a week. Our support staff represents the industry's most experienced engineers and quality assurance experts to ensure the highest level of availability and performance while keeping downtime to an absolute minimum.