



BIC Premium Services

Building the bridge to provide 360 degrees of support


Do you need help, but it's not cloud-related or technical? We can help with our premium services - on-demand with our Advisory & Methodology Configuration Services, and proactively with your dedicated services manager.




BIC Advisory
(How to use)



Modeling and
Automation
Advisory



Method
Configuration
Service



Service Manager
Checkup



BIC Premium Services



BIC Technical Support

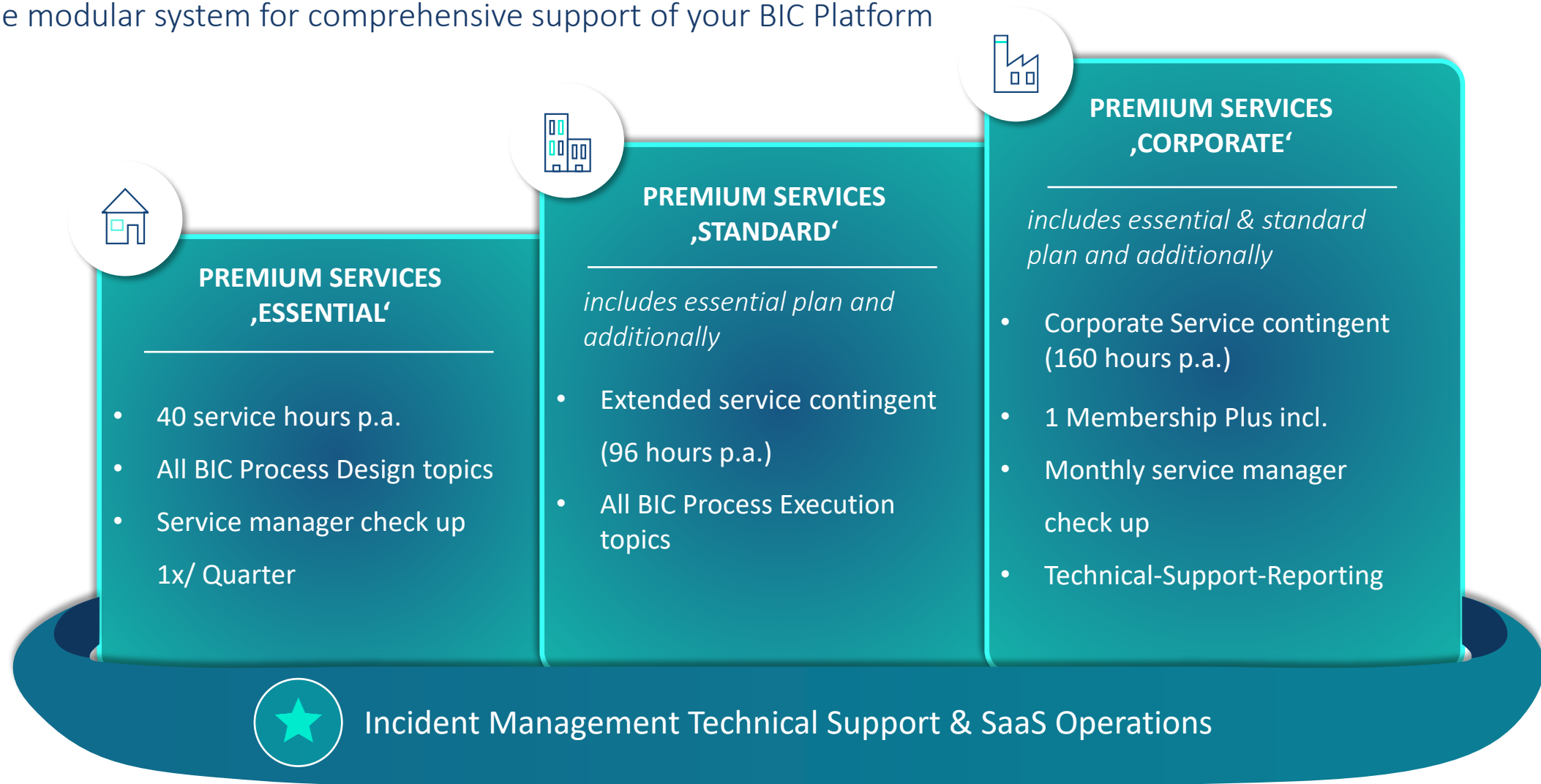


Cloud Operations

Part of BIC SaaS Licenses

Choose your Premium Services plan

The modular system for comprehensive support of your BIC Platform



BIC Premium Services: Get the most out of your BIC subscription



'How to use BIC' Advisory

Get access to specialists that give advice in using selective BIC Process Design and Execution features. Learn more about specific product features and get more out of your subscription.

Process Modelling & Automation Advisory

Get personalized advice from our process management and automation experts regarding your specific process modelling and automation questions.

Method & Standard Report Configuration Service

Discuss requirements, possible system and method adaptations with our experts. Implement no-code method adaptations with the help of our experienced consultants.

Regular Service Manager Check-up

Discuss the current feature usage in your initiative. Define the next steps with the used BIC products. Receive a report regarding current service fulfillment.

BIC Premium Services - detailed view

'How to use BIC' Advisory



Do you have a question about a specific feature in BIC Process Design or BIC Process Execution? Upon request, our product specialists will contact you and explain the functionality, the objective & the context of the respective BIC feature.

Examples

- BIC Process Design features an attribute „scope“. What is it for and where does the system consider the information in this attribute?
- In BIC Process Execution, Process Apps have specific icons. How can I exchange them?

Process: Service is provided by a team of product experts, consultants & trainers in German or English. Depending on the request, we respond in writing or arrange a short phone call or video meeting.

Response time: within 2 working days, usually on the same day.

Process Modeling & Automation Advisory



You know your way around BIC. Now you have a modeling and/or automation task in front of you and are wondering how best to approach it. At your request, we will arrange an appointment for a detailed discussion and explanation of a best practice approach.

Examples

- You want to transfer your technical process into a Process App and would like to "challenge" your idea & approach with us.
- You have modeled a process that you want us to quality assure.

Process: The service is provided by a team of experienced consultants in German or English. Depending on the request, we arrange a phone call or video meeting of appropriate length, e. g. 1 or 2 hours.

Response time: within a few days (usually 2 working days)

BIC Premium Services - detailed view

Method Configuration Service



You have specific requirements for your BIC system that go beyond the normal use case. For this purpose, you want to adapt your modeling syntax or attributes in the BIC method. Discuss your ideas with our Configuration Expert or let us make the changes directly.

Examples

- You want to add another attribute to each process step. We can do this for you.
- You have customized your BIC method, but the result does not meet your expectations. We check the situation and help.

Process: The service is provided by a team of Configuration Experts in German or English. Depending on the request, we implement your assignment directly or arrange a short phone call or video meeting.

Response time: Within a few days (usually 2 working days)

Regular Service Manager Check-up



Your process management initiative has started or is already well on its way. We provide you with a success manager who accompanies you on your way to process excellence. Through regular check-up meetings, we offer you best practice advice and thus secure your continuous improvement through an external 365-degree view.

Examples

- Since the last Checkup, your company has acquired another subsidiary, which is now to be included in your process world. You present your situation and plans to your Service Manager and discuss his ideas and advice.
- Review of service fulfillment

Process: The role is filled by an experienced consultant who coaches you in German or English in video meetings.

Frequency: monthly or quarterly proactive checkup meeting