SDL*

SDL Global Client Services (GCS): Harnessing the Power of Content

Global Client Services Overview

SDL enables its customers to engage worldwide audiences through the power of content. We deliver transformative business results with software and service solutions that span the entire content chain, from creation through to translation and delivery.

SDL GCS deeply cares about our customers. Our mission is to maximize the value of your SDL products and services by combining expertise with service excellence, processes and technology. Our solutions integrate expert language services with language and content management technology platforms, enhanced with sophisticated machine learning.

Hosted/SaaS, Managed or On-Premises

We offer a variety of services including Professional Services, Technical Support, Training and Cloud Services for your complete product lifecycle, with managed, hosted and on-premises options.

Service	On-Premises	SaaS/Hosted
Professional Services	✓	✓
Customer Support	✓	✓
Training	✓	✓
Cloud Services		✓

Services, Training and Support throughout your Relationship with SDL

Functional Service Offering
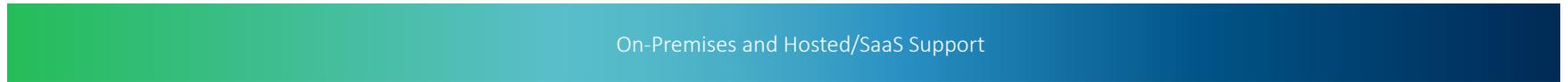
Professional Services	Stand and Go	▶ Design and Deliver	▶ Health Check	▶ Upgrade Roadmap	▶ Business and Solution Architecture	
Support	On-Premises and Hosted/SaaS Support					
Lifecycle Phases	New Customer	▶ Pilot Phase	▶ Implementation Phase	▶ Ongoing Maintenance	▶ Upgrade Phase	▶ Growth and Extended Use
Managed Services; Cloud Services	Managed Services; Cloud Services					
Product Training	Fundamentals, Role-Based and Advanced			▶ New Product Functionality	▶ Ongoing Training and Development	

SDL Professional Services

SDL Global Professional Services can help you with any services engagement including new initiatives, operational deployment, iterative improvement and ongoing usage of your SDL solution. These services are available for both in-house and SaaS/Hosted deployments.

Standard services packages allow you to choose the assistance that best meets your needs. SDL Annual Professional Services subscription provides an annual package of resource hours, allocated and consumed quarterly. You can use these hours for enablement, planning, services and training.

Our more than 30 service packages are based on best practices and include the following options:

Service Options	Description
Stand-and-Go	An entry-level system that enables you to explore your SDL solution's core capabilities.
Upgrade Roadmap	A review of your SDL environment and system to determine upgrade readiness, release/system compatibility, risk mitigation and upgrade recommendations.
Cloud Migration Roadmap	A review of your environment and system specifications for migration readiness, performance suitability, integration risk, APIs, security, customizations, gaps and next steps.
Health Check	A review and report of logical and physical architecture, infrastructure, integrations and customizations to maximize your solution's performance.
Business Architecture	A review of and recommendations tailored to your business strategy, processes, current architecture, information model, current and future strategy.

- Business architects
- Solution architects
- Technical and functional consultants
- Infrastructure consultants
- QA consultants
- Project/program managers
- Trainers

"My overall experience was really positive. And we were done earlier than scheduled and within budget so all very good."
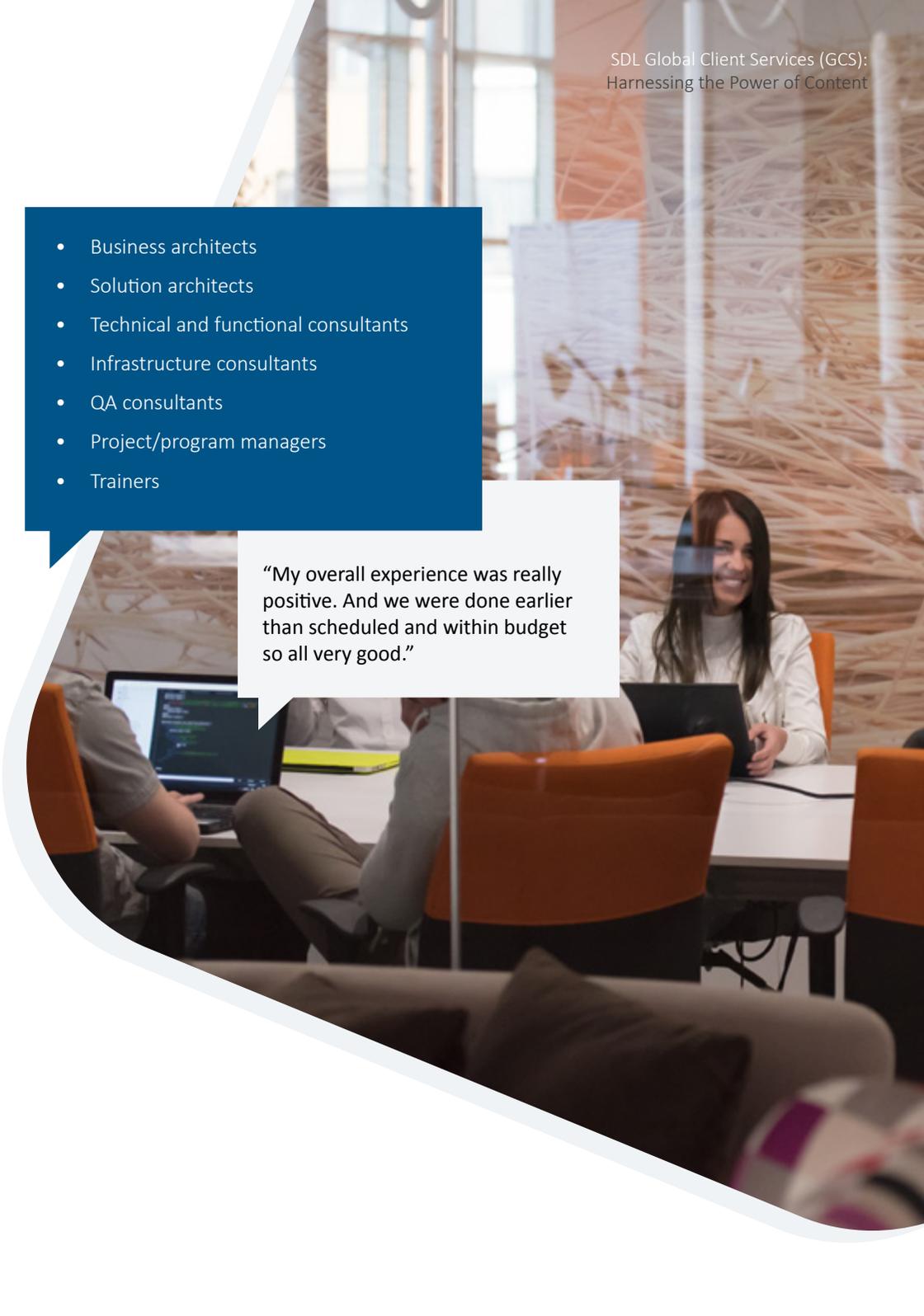
SDL Customer Support

Customer Support helps you achieve maximum results with your SDL solution, providing assistance when you need it most. All companies are unique and have different support needs and requirements.

SDL provides a range of support and maintenance options to meet these needs.

Support and Maintenance Options	On-Premises			SaaS/Hosted
	Essentials	**Enhanced**	**Elite**	**SaaS/Hosted**
Coverage	8 ½ x 5 Product Support	24 x 5 Product Support	24 x 5 Product Support; 24 x 7 for Critical Issues	8 1/2 x 5 Product Support; 24 x 7 for Critical Issues
Access to new releases and software updates	✔	✔	✔	✔
Access to online tools: SDL Customer Gateway, case logging, knowledge base and SDL Community	✔	✔	✔	✔
Support communications (outages, maintenance, newsletter etc.)	✔	✔	✔	✔
Number of named support contacts	4	6	8	4
Service reviews	-	Monthly	Monthly	-
Designated Support Engineer	-	-	✔	-

In addition to these support options, you can select from a variety of à la carte services.

À la Carte Services	On-Premises	SaaS / Hosted
24x7 Support (Priority 1)	Available	N/A
Additional named contacts who can log support cases	Available	Available
Weekend project assistance	Available	Available
Service reviews	Available	Available
Designated support engineer	Available	Available

"Between the community, the KB, and the helpful support staff, there are many ways to solve issues - each appropriate for different cases and different issues."
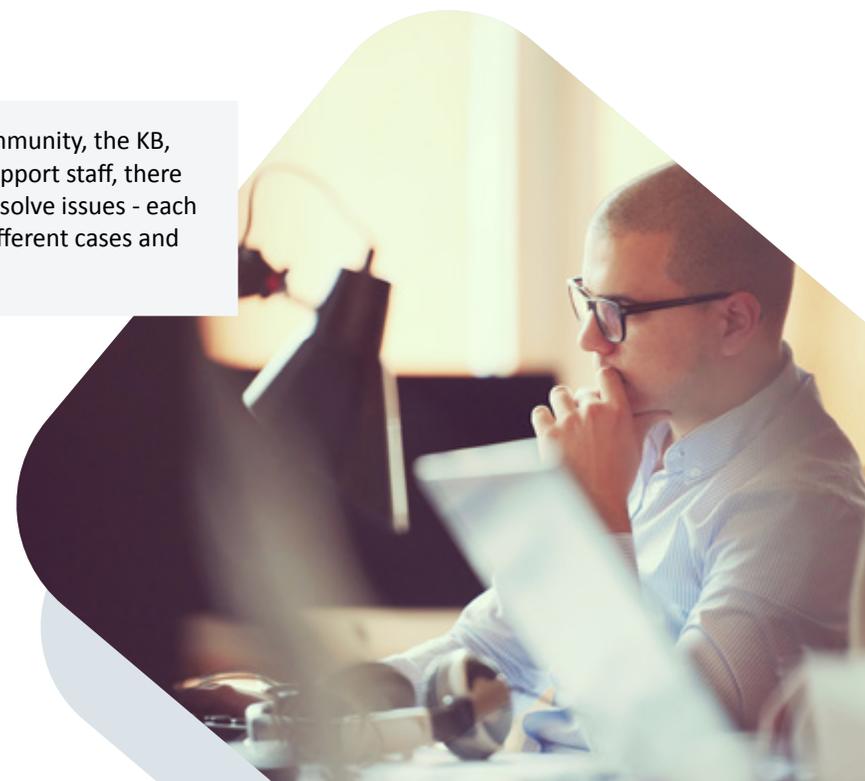
SDL Training

We offer both introductory and advanced learning through classroom training and self-paced eLearning, from installations and upgrades to best practices and daily tasks. This includes fundamentals, role-specific training, customized training and mix-and-match courses to support your organization and SDL technology.

SDL provides fundamentals and role-based training for the following SDL products:

Language Products		Content Products
SDL TMS	SDL Trados Studio	SDL Contenta
SDL WorldServer	SDL Trados GroupShare	SDL Contenta S1000D
SDL Managed Translation	SDL Passolo	SDL Tridion Sites
SDL BeGlobal	SDL MultiTerm	SDL Tridion Docs
SDL ETS	SDL MSM	SDL XPP

"We talked a lot before the trainer did the training so it was customized and fit us really well."

"It was quite individual and the team were pleased."

SDL Hosted/SaaS Solutions, SDL Cloud Operations

SDL offers hosted and SaaS application environments managed by SDL's Cloud Operations Team. We work closely with your development teams and architects to deploy solutions with data privacy and data security in mind. Management services include:

Solutions	Description
Availability management	Management and monitoring for all availability-related issues, relating to services, components and resources.
Service maintenance	Regular maintenance periods for live operational systems for the best possible performance, security and availability.
3rd-party software upgrades/ maintenance	Support for 3rd-party software products and integrations when delivered as a service.
Information security	Day-to-day security, administration and coordination between system and security functions.
Incident response and recovery	24/7/365 Centralized Operations Center to constantly monitor our cloud services.
Major incident management	In the event of any major incidents, customer are notified, and notifications will be periodically sent until resolution.
Proactive problem management	Using an advanced monitoring toolset, Cloud Operations monitors and measures systems to proactively solve issues before a customer experiences them.
Change management	Change lifecycle management ensures minimum disruption to IT services, and proper approval and tracking of changes being made.
Monitoring and alerting	Event management throughout system lifecycle activities.
Service recovery and backup	Business continuity services for the security and availability of service content and services to ensure high availability.
Certification	System auditing and certification to ensure proper controls are in place for data protection, privacy and security.

Contact Us

For more information about our service offerings,

please contact us at **customer_programs@sdl.com.**

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SDL (LSE:SDL) is the global leader in content creation, translation and delivery. For over 25 years we've helped companies communicate with confidence and deliver transformative business results by enabling powerful experiences that engage customers across multiple touchpoints worldwide.

Are you in the know? Find out why the top global companies work with and trust **sdl.com**.
Follow us on **Twitter**, **LinkedIn** and **Facebook**.

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