

“Houstonize” your as-a-service business

Take full control with
the uSCALE Customer
Success Portal





uSCALE Customer Success Portal (CSP): Fast facts to take away

- Monitor and forecast services
- Easily manage insights and analytics
- Securely plan, expand and reduce capacity
- Track invoices incl. details and history

Agility is key, but must be controlled.

“Houston, we have a problem.” We all know this famous quote from modern cinematic pop culture. Beyond dramatic storytelling, Houston Control stands for maximum control over all components of a project. Or business. From start to finish, from the smallest detail to the overall big picture. This is exactly what the new uSCALE Customer Success Portal (CSP) is all about.

It provides a compelling overview of all your on-premises as-a-service components. Not guessing, but knowing. No hunches, just facts. In this document, we will dive into the different aspects of the portal. You will learn what information you can find where, and how it can directly help you to continually optimize your IT infrastructure with uSCALE.

The command post of innovation

Get a clear overview of your IT costs and forecast new projects with ease. CSP is the holistic platform for controlling, analyzing, and optimizing your consumption-based as-a-service IT infrastructure. Which is what uSCALE is all about. It's the cloud-like business model for your IT infrastructure. It offers you all the as-a-service advantages you know from the cloud but for your on-premise IT infrastructure. This gives you full control over the data and applications you need for your business. uSCALE allows

you to consume infrastructure as-a-service with monthly pay-per-use economics and agility. It saves costs, enables dynamic growth, and realizes faster time to value. It is the business model where innovative products and solutions for Hybrid IT, Data & AI, Data Resilience, SAP as well as the services required for operations come together. Based on a transparent calculation of your demand including enough capacity for your growth strategy.

First things first: it's included!

The CSP is not something you have to order or opt-in to. Upon finalizing your decision to implement uSCALE, we will manage all the relevant information for your control console. You get instant access to a lot of important information about your uSCALE setup. The CSP is specifically designed to be easy to use without requiring hours of training for your valuable IT resources.

Once you've launched it, you can work with it. And beyond the tool, your dedicated uSCALE Customer Success Manager will always be your single point of contact. Because when you work with Fsas Technologies, you work with people who understand both your uniqueness and your IT requirements.

For better decisions in agile times

The CSP is all about the three most important pillars for the management of agile IT infrastructures. Want to see the real time utilization of your components? Simply click on the "Monitoring" button in your dashboard. Want to see the forecast of resources and capacities required in the coming months? Want to open a service request and check the status? Want to contact your personal Success Manager? Find all of this, and much more, in your personalizable dashboard.

Control

Work with real-time data, get visibility on system consumption, order tracking, safeguards against unexpected cost escalations.

Analyze

Learn from illustrative dashboards with great business insights for effective expense monitoring.

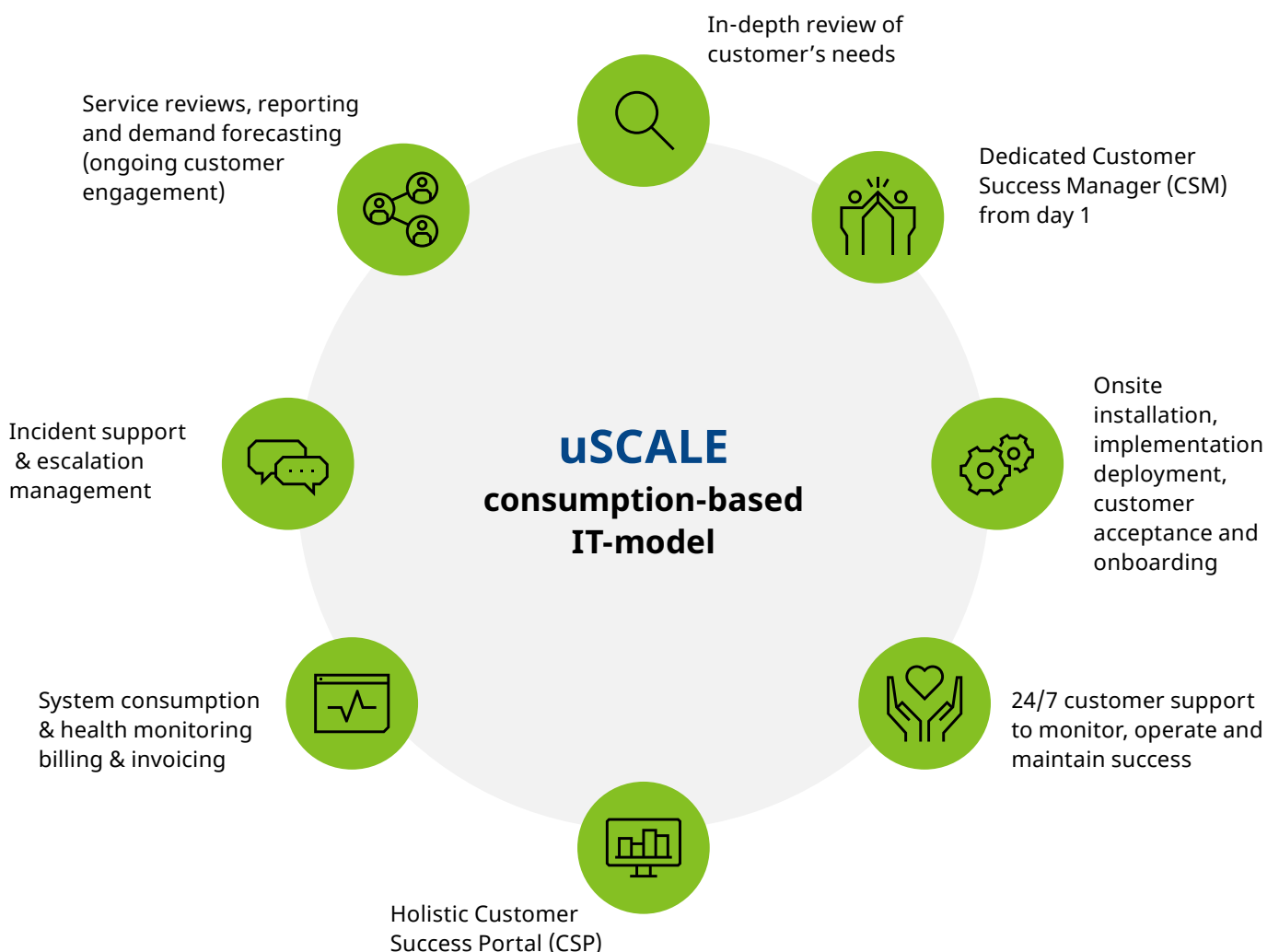
Optimize

Forecast capability to fully utilize consumption-based, as-a-service resources to be able to make faster and smarter IT decisions.

CSP is a compelling detail of a bigger picture

uSCALE CSP isn't just a simple image of the status quo. It's an essential building block in our relationship with you as a user of our services. We have a clear collaborative approach to working with you. No information you don't have access to, no hidden agenda with mystical data. All information is shared transparently with you and your experts. This allows us to be

much more focused and responsive. Of course, the only way this can work is if we can link an experienced resource directly to your account. Working with Fsas Technologies means working with real people in your region. A dedicated Customer Success Manager will work closely with you. From day one, even during the onboarding phase.



What you see is exactly what is going on. That's the point.

Working with the uSCALE CSP means you work with accurate real time data. No delay, no refresh once a month (besides monthly generated documents like invoices etc.).

Let's take a close look at some of the most important information you'll find in your Customer Success Portal.

Dashboard

On your home screen, the main dashboard, you'll find a range of the most relevant and up-to-date information. This includes current usage, historical and active invoices, your usage rate, live tracking information for your orders and more.



Service summary

The Service Summary is the central screen for your engagement. Here you'll find information about your dedicated Customer Success Manager, your registered billing address, and the location we have on record for your use of uSCALE.



Monitoring

Here you can find the details of the usage of all services, including current status as well as the usage in the past month, your consumption amount etc.



Forecasting

For the prediction of your future demand, we use trend analysis from your historical data. This data is also the baseline for the discussion with your Customer Success Manager when it comes to planning the right setup for your future capacity.



Case records

In this section of the CSP you will see all cases created for your uSCALE contracts as well as a summary of active and resolved support cases.



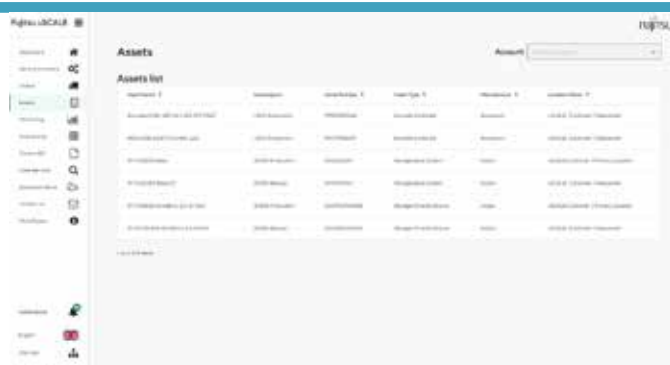
Current bills

Get instant access to your active bills and data from the past using the view on the current bills. Use this information for any discussions with your Customer Success Manager, if needed.



Assets

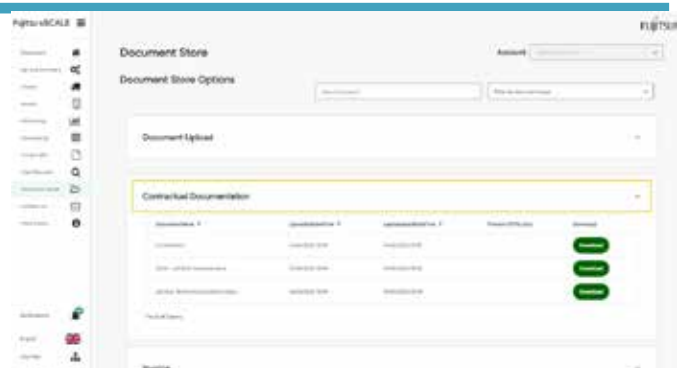
This page gives you a compelling overview of the assets included in your uSCALE contracts. You can easily see which subscription is connected to a specific asset as well as the actual location of the asset.





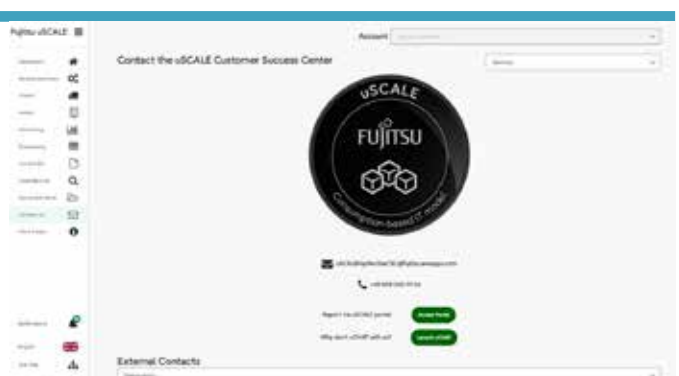
Document store

Your Customer Success team will prepare this section for you with all relevant documents related to your uSCALE subscription. This includes monthly invoices, reports and – if applicable – captured service reports.



Contact us

As well as all the support contact information you'd expect, you'll also find contacts for all the teams involved, so if a Nutanix workload is part of your uSCALE contract, for example, you'll find the associated team members right here.



Setup, access, and availability

While we hope that the above is enough to convince you, it gets even better. Before you go live, your individual CSP will be set up automatically by your dedicated Deal

Implementation Team. At no cost, of course. Typically you will have access to the CSP before the service goes live. This gives you full control and transparency from day one.

You decide, who accesses the CSP

Your Deal Implementation Team will also work closely with you to give you access to the CSP. Access is named, using multi-factor authentication. Together, we ensure that only authorized personnel can view the information we provide. The number of experts using the CSP on your side is unlimited and can be managed by your staff. You can even decide what information a particular team member should have access to, such as economic information only or usage data only.

My administrator work in Sweden – does the CSP works for them in that location?

Indeed, it does. CSP is currently a web-based service designed exclusively by Fsas Technologies. It runs on secure Azure technology and is accessible from everywhere. In addition, a mobile app is available to access your data anytime, anywhere. Also, we don't want the language to be a barrier to usage. That said you can easily change the language of the user interface simply by selecting one of the following countries: UK, Finland, Denmark, Sweden, Spain, Portugal, France, Netherlands, Belgium, Luxemburg, Germany, Austria, and Switzerland.



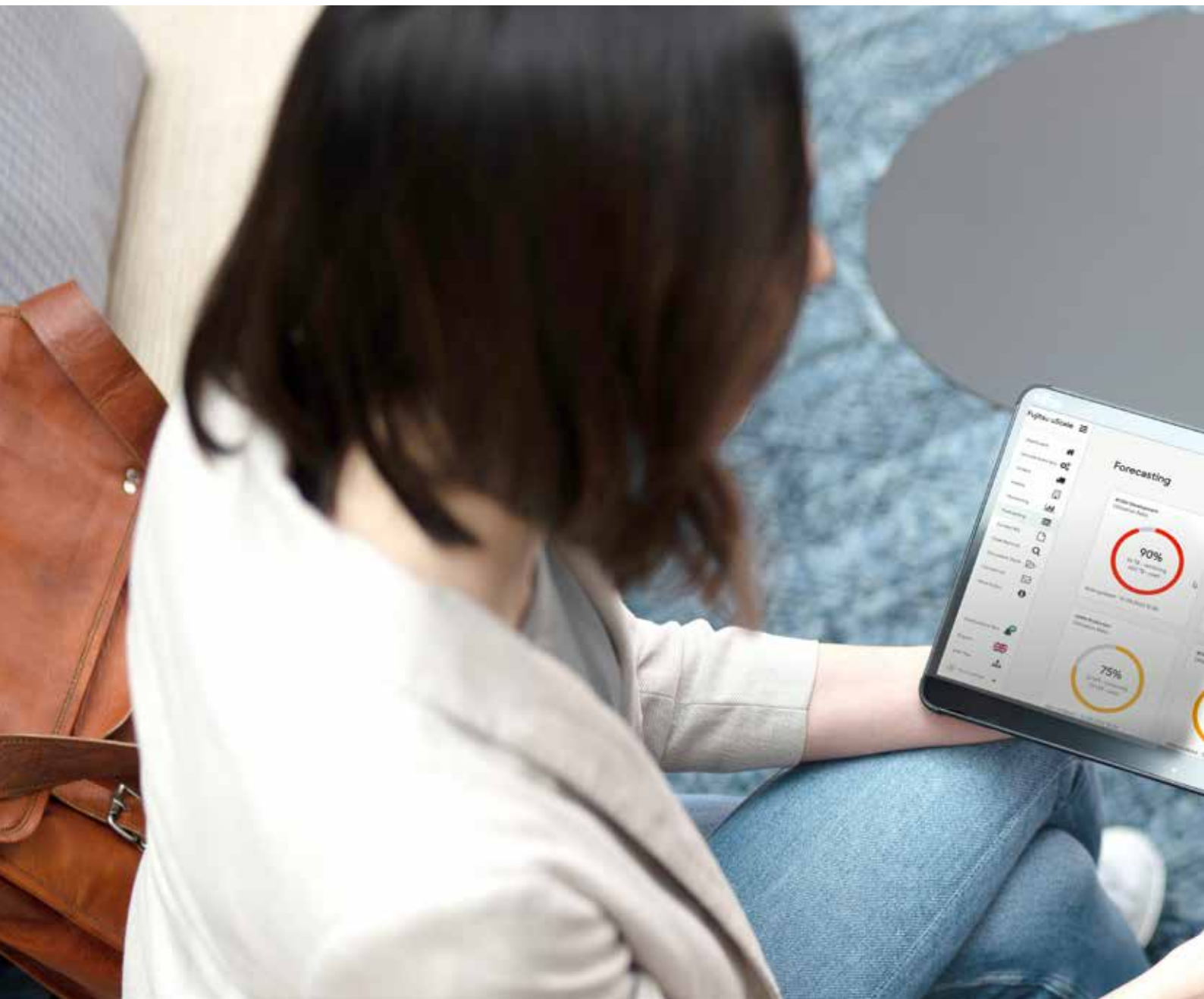
What about future plans?

Beyond the current release and implementation, we are working on a strong roadmap to make the CSP even more valuable. For example, important information on how you can optimize your IT infrastructure to become even more sustainable. While we're at it: Read our [whitepaper on uSCALE and sustainability](#). There you will find a handful of facts that will help you understand how uSCALE can support your ambitions.

The human face of CSP – your Customer Success Manager (CSM)

A highly valued feature among our customers is the dedicated CSM. They are a real person and the cornerstone of our customer relationships. An experienced expert on your uSCALE deployment,

available from day one of your contract. The CSM will help you solve cases, find the right resources and connect you to the teams and information you need.



- Locally available in your country from 9:00 am to 5:00 pm, complemented by 24/7 support from the uSCALE Customer Success Center
- Service reviews and reporting
- Sales point of contact
- Consumption reporting, forecasting and planning
- Ongoing customer engagement
- Incident support and escalation management
- Customer on-boarding assistance
- New order management
- Customer assistance with billing or incidents
- Customer satisfaction surveys



This is uSCALE:

The modern business model including innovative services

Don't restrict yourself to a cloud-only strategy. uSCALE allows you to keep control over the sensitive data and critical applications for your business without giving up the benefits of an as-a-service business model. Realize all advantages you know from the cloud in your own data center. Consume infrastructure-as-a-service with monthly cloud-like economics and agility. The uSCALE CSP gives you visibility of costs and utilization from day one and provides compelling forecasts based on your actual requirements, enabling organizations to adapt quickly to market changes, technological advances and potential operational risks.

Not a uSCALE customer yet?

We recommend acquainting yourself with the options we provide. To assist in this, we've designed the uSCALE price estimator tool, offering insights into the economic aspects. For a more tailored proposal, we propose a collaborative session to understand your existing requirements and future IT strategies. This collaborative approach allows us to accurately calculate the optimal resource quantities, incorporating a substantial buffer for unexpected high demand. Together, we'll explore the services that align with your needs, culminating in a comprehensive pricing model for all components.



Get started with
the uSCALE price
estimator.



[Click here for the
USCALE price estimator](#)

