Finit

Get more out of your technology investment

Finit Answers support team

We believe your organization should get the most out of its technology investment. Applications need to evolve with your business. However, many companies do not have full-time resources with the time or expertise to enhance or adapt the solutions to meet constantly evolving needs.

With vast industry consulting experience, our Finit Answers team serves as an extension of your admin team to supplement their CPM/EPM skills and provide ongoing service to optimize the value of your financial applications. Finit Answers helps administrators do more than simply support applications; we help you enhance them.

"Pay-as-you-use" support service

Finit Answers, established in 2009, provides "pay-as-you-use" post go-live support to help your team ensure long-term sustainability of your financial applications after you complete the primary implementation project.

- Post-implementation support
- Technical, functionality, or design enhancements
- Ongoing enhancement of CPM/EPM applications
- Process improvements and planned enhancements
- Small, ad hoc projects (e.g. 40-60 hour projects)
- Product expertise, product specialty, long-term solution planning, problem solving

Why Finit Answers?

Product and industry expertise
Quick response
No retainer fee
No minimum hours
Pay-as-you-use model

Designed to meet our clients' needs

Why stop at "go-live"? Finit Answers empowers you to get more out of your technology investment once the primary implementation project is complete. Our Answers team is comprised of experts who are uniquely qualified with hands-on consulting and implementation experience as well as product expertise.

About Finit Answers

Benefits

We believe clients should get value for the services they pay for, they should pay for only the services they use, and they should not be penalized for requiring access to support.

- No fixed-fee contract
- No minimum hours required
- No obligation
- Easy to re-engage with Finit for small projects
- Quick response time—1 business day
- Experienced, full-time, U.S.-based consultants
- Product expertise
- Deep bench with industry experience

We offer the only support service that is "pay-as-you-use". This means if you sign up for Finit Answers service but do not use it, there is never an invoice.

"Following an initial implementation, Finit Answers helped guide the system administrators at a manufacturing client as they incorporated new management reporting requirements related to recent M&A activity."

Dawn M.

How Finit Answers works

We execute a contract that covers service level agreements based on response times, billable rate, and other contractual details.

After we have a Finit Answers SOW in place, you can quickly engage with us on post implementation support, solution enhancements, solution advisory support, and other small enhancement projects.

For internal planning purposes, we can help you determine a ballpark budget that aligns with anticipated project needs.

Once the contract is finalized, a Finit Answers team member sets up a knowledge transfer session to learn your application structure and usage.

At the start of an Answers engagement, a Finit Answers team member will respond within one business day and begin working with you to resolve your issue or plan enhancements.

Invoices, if fees are incurred, will be submitted for payment at the end of each month. No invoice is ever issued if Finit Answers service is not used.

Finit core values

We are...

- Driven to deliver
- Trusted and proven
- Tailors of our craft
- Advocates of your interests
- A company with a culture of integrity

Get Finit Answers

If interested in Finit Answers contact us at support@finit.com

More information is available at finit.com.