



Expert Support to Maximize Stability and Productivity

At FRG, we understand that every organization's approach to managing financial risk is unique. That's why our VOR support and managed service offerings span a full spectrum—from Standard Technical Support for day-to-day troubleshooting to fully Hosted Managed Risk & Administration Services that deliver a complete, end-to-end solution for operating your VOR platform. Whether you prefer to keep hands-on control or to offload daily management to our team of experts, FRG provides the flexibility, expertise, and reliability you need to keep your VOR environment running at peak performance.

Key Features

- Online Technical Support portal
- Online Knowledge base
- AI-driven "How do I" assistance
- Premium Technical Support/ Live Expert assistance
- Business Analyst operational support
- Application support
- Flexible coverage plans, up to 24/7 availability

Explore the options below to find the level of support that's right for your organization.

	Standard Technical Support	Premium Support	Remote Managed Service	Software as a Service	Results as a Service
Access to Support Portal & Knowledge Base	✓	✓	✓	✓	✓
Online Troubleshooting & Issue Diagnostics	✓	✓	✓	✓	✓
Customizable Support Hours & SLAs	-	✓	✓	✓	✓
Named Client Liaison	-	✓	✓	✓	✓
Expert assistance for Risk Process execution	-	✓	✓	✓	✓
Risk Workflow configuration fixes and enhancements	-	-	✓	Optional	✓
Risk Workflow code fixes and enhancements	-	-	✓	Optional	✓
VOR Application Administration	-	-	Optional	✓	✓
Cloud Infrastructure & Hosting	-	-	-	✓	✓
Risk Process Production Execution	-	-	-	-	✓

Standard VOR Technical Support

Provides **technical support to business and information technology users** of the VOR software, focused on helping users troubleshoot technical issues and leverage the product for intended use cases.

FRG provides Standard Technical Support to all licensed VOR clients. Normal Help Desk hours are **Monday–Friday, 8-5 EST** (excluding US holidays).

Offering Includes

- Access to documentation such as user manuals, FAQs, and knowledge bases
- Access to generally available releases via the FRG website
- Web Portal / Email based ticketing system
- Assistance with product questions and recommendations
- Assistance troubleshooting technical issues with your licensed software
- Assistance with installation and setup of your licensed software
- Assistance with user permissions and configuration

Key Benefits

- Reliable technical support during standard business hours
- Direct access to documentation, updates, and troubleshooting resources
- Efficient issue resolution through FRG's dedicated support team

Premium Support

Delivers the same essential technical support and assistance to users of the VOR software as our standard level, with an **additional focus on providing real-time, personalized help** investigating problems or issues that may arise. This white glove support, available to both business users and technical staff, **includes a preset number of expert consulting hours**. These hours provide direct application support and are managed by a **named Client Account Liaison** who is familiar with your specific VOR installation and usage.

Offering Includes

Live Assistance with:

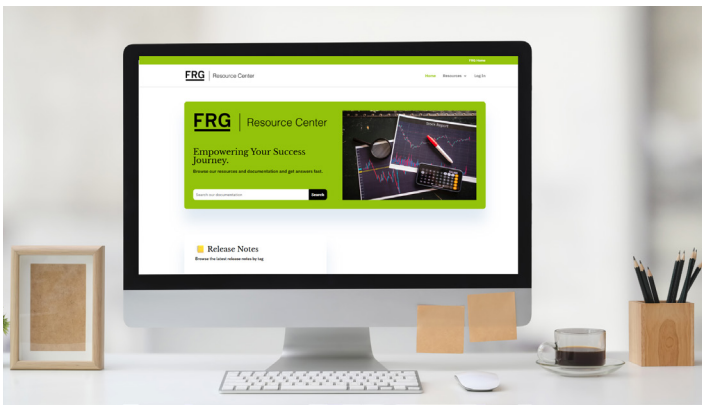
- Application configuration support
- Running waterways, including customized flows
- Troubleshooting workbench issues, including customized screens
- Diagnosing run-time logs
- Troubleshooting performance issues
- Diagnosing data issues
- Troubleshooting and fixing reports
- Troubleshooting issues with custom models
- Administration support

FRG may provide examples and/or samples of the proposed fix or how-to documentation in support of resolution, but will not modify customer code.

FRG management, in conjunction with the appropriate client sponsors, will hold a **Quarterly Operating Review meeting (QOR)** to discuss support topics, trends, and the general effectiveness of the support provided by FRG.

Key Benefits

- Faster resolution of complex or customized VOR issues
- Consistent support experience from a liaison who knows your system
- Greater confidence in performance and reliability through expert oversight
- Expanded flexibility to address unique business and technical needs



Documentation on the FRG Resource Center is available to all licensed VOR users

Remote Managed Service

FRG's VOR Remote Managed Service offers **expert oversight of your Risk processes**, helping your team optimize performance, maintain compliance, and ensure accurate configuration—all without requiring on-site resources. Our experienced Risk professionals leverage advanced tools and best practices to manage and enhance your VOR environment.

Offering Includes

Hands-On Assistance with Risk Workflows:

- Creating or changing of configuration in support of your risk management team(s)
- Model mapping in Frameworks
- Changing model parameters
- Model performance setup and execution
- Reporting and report modification
- Scenario management
- Overlays, including troubleshooting
- Troubleshooting results and diagnosing potential resolutions
- Model Execution and troubleshooting including custom flows
- Data mapping and configuration in support of Model workflows
- Troubleshooting data issues with potential resolutions

Optional VOR application administration services are available.

Key Benefits

- Continuous expert management of your VOR environment to maintain peak performance
- Reduced operational burden through proactive, remote oversight by FRG specialists
- Improved accuracy and consistency in risk analysis and reporting

Software as a Service

Provides **operational management of your VOR platform**, covering daily administration, system monitoring, and Cloud-based support. These services ensure your environment runs smoothly, efficiently, and in compliance, without the need for on-site technical staff.

Offering Includes

- VOR Application Administration
- User maintenance & permissioning
- Performance troubleshooting, including implementation of suggested fixes
- VOR system monitoring, alerts, and resolution
- VOR installations, upgrades, and hot fix maintenance
- VOR Infrastructure Administration (cloud-based)
- Incident and Problem management
- Remote support and troubleshooting

Key Benefits

- Reliable, day-to-day management of your VOR platform without on-site resources
- Proactive monitoring and rapid resolution to minimize downtime and performance issues
- Streamlined administration and user management for operational efficiency



Reliable, cloud-based VOR management with proactive monitoring and support, without the need for on-site resources.

Results as a Service

Delivers a complete solution for **operating, managing, and production execution** of your VOR platform. Hosted in a **SOC II compliant** cloud environment and supported by certified experts, **FRG assumes full responsibility** for running, maintaining, troubleshooting, and managing your platform remotely.

These services are **delivered remotely** by our experienced Risk professionals, eliminating the need for on-premises infrastructure or costly internal teams dedicated to running risk systems.

Offering Includes

- Configuration and execution of monthly or quarterly runs to support your risk management teams
- Loading and troubleshooting data for each periodic VOR run
- Ad-hoc analyses, including scenario testing, parameter adjustments, and other “what-if” evaluations
- Confirming results and results are aligned with benchmarks
- Ensuring delivery of results reports to key business sponsors
- Troubleshooting reports and/or results as required

Key Benefits

- Rapid deployment with minimal business disruption
- Predictable, subscription-based pricing
- Seamless support from a single trusted provider
- Scalable to meet evolving business demands

Learn more about FRG’s Support and Managed Service Options: [Contact Us.](#)