



Fact Sheet

BELLIN



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BELLIN Advisory-on-Demand Service Your prompt premium support

Overview

BELLIN provides a high standard of consulting, software and service support for clients worldwide. The **Customer Advisory** team provides clients with guidance on tm5 in their day-to-day business and acts as a **link** between treasury/process consulting (Consulting & Implementation) and technical support (first-level support/hotline).

BELLIN Advisory-on-Demand (AoD) is an additional service for clients requiring **prompt** support outside of an active project (such as implementations). The Customer Advisory team comprises well-established experts available to assess queries and either answer them directly or forward them to the relevant BELLIN teams to obtain a **quick** solution or response.

Key offerings for clients:

- **Prompt** and **short-notice** availability of a knowledgeable advisor
- Dedicated email address and direct telephone line
- Suited for **technical** and **administrative** questions on BELLIN's tm5 platform
- Thorough assessment of additional queries or liaising with the relevant BELLIN teams
- Consulting service or additional licensing of modules or components are NOT included in this service

Details

Support	Support is provided to three named individuals
Languages	English and German
Availability	On business days in Baden-Württemberg, Germany
Service times	Monday – Friday from 9:00 a.m. – 5:00 p.m. (CET/CEST)
Response time	Maximum three hours within the above service times

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MEET THE TEAM



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