



Fact Sheet



BELLIN FACT SHEET

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
- Access to the e-Learning platform, "explore", with extensive tm5 expert knowledge
- 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 |

Contact us at bellin.com | +49 7822 4460-0 | welcome@bellin.com

MEET THE TEAM



Rüdiger Schlecht
Head of Customer Advisory



Verena Kern
Senior Treasury Advisor,
Customer Advisory



Franziska Krüger
Senior Treasury Advisor,
Customer Advisory



Linda Dehring
Treasury Advisor,
Customer Advisory