# SmartData Fabric® (SDF)
# Solution Provider Training and Support

## November 2020

https://www.whamtech.com/support/

# WhamTech Support

## Pushing Innovation in Virtual Data Access, Integration, Master Data Management, Analytics and Security

**Not just connecting data. Contextualizing it.**

In past years, WhamTech focused on major government system integrators with intelligence, defense and civil contracts, which remains a focus, however, more recently, WhamTech has been and continues to be primarily focused on commercial projects in healthcare. Other markets include mergers, acquisitions and portfolio integration, banking and finance, and insurance. WhamTech wants to remain a software technologies product company and has and will continue to partner with major platform companies, consulting companies and system integrators, to market, implement and support WhamTech SmartData Fabric® solutions and EIQProducts™.

In the case of system integrators and OEM partnerships, WhamTech supports these companies directly and has little or no interaction with their end-customers. The support level and the associated pricing is agreed as part of the licensing agreements. The same is true for direct end-customer support. Support levels can vary between no support to full technical support with agreed-upon response times.

Documents providing some technical background for WhamTech products are available to download in documents.

WhamTech makes its USER MANUAL available online. The help system is a great place to start for developers and others interested in the practicalities of

# Training process

1. What is SDF?
   [Overview - CTO]

2. Basic capabilities
   [VMPI demo - CTO]

3. Basic process and tools
   [Financial Services Demo – Training Coordinator]

4. WhamTech supplies a preconfigured VM with training data sources
   [Training Coordinator]

5. ##WhamTech SmartData Fabric Basic and Advanced Training Rev 1.7.pdf
   [Self and guided training – Training Coordinator and Specialists]

# Extensive use of collaboration tools

- Agile – SCRUM, sprints, etc.
- DevOps
- Atlassian Jira, Confluence, Slack, Zoom and other Cloud-based tools
- Shared access development and test environments

# Support for a commercial end-customer

**END-CUSTOMER**

**SOLUTION PROVIDER**

Questions
Issues
Feature Requests

Responses
Maintenance,
Updates and Support

Questions
Issues
Feature Requests

OPTIONAL

Questions
Issues
Feature Requests

Responses
Maintenance,
Updates and Support

**WHAMTECH®**