



FINIT'S CLIENT-CENTRIC  
APPROACH HAS RESULTED IN  
**100% CUSTOMER SUCCESS**  
SINCE OUR INCEPTION.

## WHAT IS FINIT ANSWERS?

Finit Answers provides the solutions and support you need, when you need it, enabling you to maximize the value of your investment in OneStream. The Finit Answers team complements your internal financial systems team's skillset by providing deep expertise and resources for complex application challenges. Whether you need an expert to bounce ideas off for 30 minutes or a dedicated resource to spend a month making major application changes, Finit Answers is here to help.

### Flexible Support Models

Flexible support models, specific to your needs, include response time guarantees with no fixed fees or minimum hours. The most popular is a 'pay-as-you-go' offering with an 8-hour response time guarantee and no monthly fee or retainer.

### Customer Success Manager

A dedicated Customer Success Manager who is responsible for ensuring your success, knowing your issues and facilitating timely resolution.

The Customer Success Manager partners with you to proactively enhance and optimize your systems.

### OneStream Product Expertise

Full-time US-based consultants with financial domain, process and implementation experience to help you with:

- Application & Needs Review
- Strategy & Roadmap Planning
- Solution Design & Implementation
- Upgrades & Migrations
- Support
- Knowledge Sharing & Research
- Administration & Staff Augmentation

### Customer Service Focus

The Finit Answers team is measured and incentivized on client satisfaction, not on the numbers of hours charged.



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