

# LexisNexis® Firco™ Critical Support Services

Mission-critical compliance operations running 24x7x365

## If downtime happens out of hours, we get you back online. *Fast.*

In a world where compliance screening doesn't stop when the work day ends, **uninterrupted access to your systems is non-negotiable.**

Your compliance stack needs to stay online, whether it's:



**Real-time transaction**  
screening at 3AM



**Weekend onboarding** for  
a new high-value customer



**Batch sanctions screening**  
during off-peak hours



## Downtime, Even for a Few Minutes, Can Create Serious Risks:

25%

of all RegTech organizations  
experienced downtime in the last  
three years...

40%

...and in RegTech financial  
services, 40% of organizations  
experienced downtime in the  
last year alone...

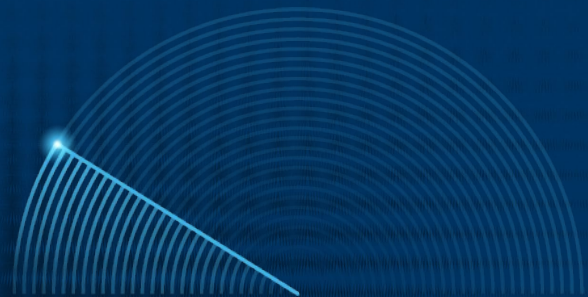
2/5

and almost

1/3

of all RegTech businesses  
reported reputational damage  
due to downtime...

lost customers...



...and, for the largest  
organizations, the total  
cost of downtime was

**\$500,000**  
per hour



- ✓ PROFITABILITY
- ✓ USER EXPERIENCE
- ✓ REPUTATION

# What is Firco™ Critical Support Services?

If a critical outage related to your LexisNexis® Firco™ licensed applications causes disruption, we provide the speed and agility to keep you transacting.

A proactive support layer engineered for business-critical uptime.



**Out-of-hours**  
recovery



Rapid **60 min**  
response time



Expert, **always-on**  
localised technical specialists



**Same day fix**  
or workaround  
*(and escalation if required)*



Root cause  
analysis to **prevent**  
**reoccurrence**

- ✓ **PROFITABILITY**
- ✓ **USER EXPERIENCE**
- ✓ **REPUTATION**

## Standard Support vs. Firco™ Critical Support Services

CAPABILITY	STANDARD SUPPORT	FIRCO™ CRITICAL SUPPORT SERVICES
AVAILABILITY	Business Hours Coverage	✓ <b>24x7x365</b>
SEVERITY 1 RESPONSE TIME	Response By Next Business Day	✓ <b>Within 60 Minutes</b>
WEEKEND/ HOLIDAY COVERAGE	Coverage During Standard Working Days	✓ <b>Included</b>
ESCALATION TO ENGINEERING	Limited	✓ <b>Included</b>
DOWNTIME DURING OFF-HOURS	Recovery During Business Hours	✓ <b>Fast Recovery</b>
SLA PROTECTION	Limited	✓ <b>Assured</b>
TRANSACTION CONTINUITY	Maintained During Business Hours	✓ <b>Continuous Processing</b>
COMPLIANCE RISK	Standard Compliance Coverage	✓ <b>Reduced</b>



# How It Works

Localized speed and agility to keep you transacting



You experience a **Severity Level 1 Incident** outside of business hours for your time zone.



You receive a **call back within 60 minutes** of reporting the issue (twice as fast as standard), including weekends and public holidays.



We **fix** or 'work around' the problem to get you and your customers back online.



In extreme cases, we **escalate** directly to our software development team for a permanent resolution.

## Severity Level 1 Incident

A LexisNexis® Risk Solutions-licensed product outage that renders the service non-functional for the entire user population (production only)

Our global team of technical specialists know your products and the industry.

We conduct a thorough **root cause analysis** to help prevent the issue from recurring.

## INCLUSIONS



Login failures



Latency bottlenecks



API breakdowns



Total system blackouts



Screening lags



Business continuity gaps



Third-party integration failure

## EXCLUSIONS



Non-Severity level 1 incidents  
(handled during business hours)

## Why Customers Choose Us



Trusted by global banks



Follow-the-sun support



24x7x365 expert support



SLA-backed assurance



60-minute response



Weekend and holiday coverage  
(including public holidays)



Real-time recovery

## Differentiated Value Across Products

	FIRCO™ COMPLIANCE LINK	FIRCO™ ENTERPRISE
FUNCTION	Onboarding, Know Your Customer (KYC), due diligence, trade, payment and transaction, account and counterparty screening	Real-time transaction screening, account screening, alert prioritization
WHY CRITICAL?	Onboarding and screening often run after hours. Delays stall service level agreements (SLAs)	Payments must clear 24x7x365
AT RISK	Backlogs, missed alerts, suspicious activity reports (SARs)	Blocked payments, sanctions breaches

## Real-World Impact

Trusted by leading global banks and financial institutions

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We had a critical transaction outage on a Saturday, impacting thousands of real-time transactions. Firco™ Critical Support Services team stepped in within minutes, helping us identify the root cause and restore services before Sunday business hours. The support team's prompt response, technical depth, clear communication and dedication during a crisis truly demonstrated the value of a reliable 24/7 support partner.

— Senior Manager, Leading Global Bank in India

We faced a Severity Level 1 issue during off-hours that brought down our screening portal, risking significant customer impact. Firco™ Critical Support Services team stepped in immediately, stayed with us through the night, and provided workarounds until a permanent fix was in place. Thanks to them, we restored operations quickly and avoided extended downtime. This level of support is what sets them apart.

— Head of Compliance, Global Tier-1 Bank

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**Stay operational. Stay protected.**

## Ready to get the best support experience?

Talk to your LexisNexis® Risk Solutions Account Manager or visit [our website to learn more.](#)

