PremiumPlus Technical Success

The VIP Experience

PremiumPlus Technical Success is designed for customers looking to minimize the impact of technical issues. Our PremiumPlus offering unlocks the fastest response SLAs, priority support access, unlimited support contacts, and named technical resources to get the most effective resolution for any issues.

Named Technical Success Engineer

Complicated issues and deployments require teamwork to understand problems and determine resolution. For PremiumPlus customers, a Named Technical Success Engineer anchors that support team and will always be up to date with the particulars of your installation. You'll work with the same people on all cases so you spend less time explaining issues and more time solving them.

Live Chat and Priority Phone Support

In addition to cases created in our online support portal, PremiumPlus customers can access 24/5 Chat support for quick questions and easy screen sharing. In addition, PremiumPlus allows you the exclusive ability to schedule remote phone support, even when opening a new case.

Top Tier Response SLAs

With PremiumPlus support, you'll receive our highest SLAs across the board, ensuring a quick response to any issue, no matter how small. Beyond just responsiveness, we'll provide a weekly debrief on any open issues, so you'll always be updated.

		Online	Premium	PremiumPlus
Initial Response SLAs	Sev0	2 Hours	2 Hours	**2 Hours**
	Sev1	4 Hours	2 Hours	**2 Hours**
	Sev2-3	2 Business Days	1 Business Day	**4 Business Hours**
Issue Update SLAs	Sev0	2 Hours	2 Hours	**2 Hours**
	Sev1	Every 2 Business Days	Daily	**Twice Daily**
	Sev2-3	Every 2 Business Days	Every 2 Business Days	**Daily**

*Severity definitions provided separately

For more information on our Technical Success Offerings, please contact your Account Manager or Customer Success Manager.

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