

## The VIP Experience

Premium Technical Success is designed for customers looking to minimize the impact of technical issues. Our Premium offering unlocks the fastest response SLAs, priority support access, 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 Premium 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, Premium customers can access 24/5 Chat support for quick questions and easy screen sharing. In addition, Premium allows you the exclusive ability to schedule remote phone support, even when opening a new case.

### Top Tier Response SLAs



With Premium 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
Initial Response SLAs	Sev0	2 Hours	<b>2 Hours</b>
	Sev1	4 Hours	<b>2 Hours</b>
	Sev2-3	2 Business Days	<b>4 Business Hours</b>
Issue Update SLAs	Sev0	2 Hours	<b>2 Hours</b>
	All other	Every 2 Business Days	<b>4 Hours</b>

\*Severity definitions provided separately

