

Support **Relationship** Manager

Enriched Support

Customized Alerting & Reporting



There's no better
Premium

Elemica Premium Support

Our customers not only depend on our network, but also on our expertise in supporting our products and their business globally. Elemica takes pride in servicing our customers well with best in class support delivery.

Premium Support is Elemica's highest level service offering. In addition to what is included in Standard Support, Premium support provides an enhanced and customized delivery for our more sophisticated and complex customers. At its core, Premium Support emphasizes timely and transparent communication, and presents tools tailored to assist in proactively running your business as efficiently as possible.

Support Relationship Manager

All Premium Support customers are assigned a named Support Relationship Manager (SRM) that serves as your central point of contact for all Elemica Support services. Whether it is through strategic leadership meetings, weekly operations meetings, or repeated interaction with key employees, having a thorough understanding of your business allows the SRM to proficiently deliver the support your business needs, whether it be it proactive or reactive. Premium customers have the comfort knowing that when critical support is needed, the SRM is always ready to lead the effort on your behalf, day or night.

Enriched Support

In addition to many features not available to Standard Support customers, Premium customers receive enhanced support via the existing Support teams and process. All support tickets for Premium customers not only receive priority status in support queues resulting in faster initial response times, but will also be proactively expedited as needed by Support management and your SRM. A Premium only emergency phone number also allows you to quickly report and simultaneously escalate critical issues if the need arises.

Customized Alerting & Reporting

Elemica's processing of important business documents through our network is a crucial component of your business operations. Having visibility and knowledge of network performance and staying attuned to business events in real time allows our customers to keep their business operations running smoothly. Through various communication channels - including customized event based alerts and detailed reporting of partner activity - our customers are equipped with relevant information allowing them to adeptly accommodate business requirements.

For a full listing of all features available to Premium customers, please visit Support Terms agreement at www.elemica.com.

	STANDARD SUPPORT	PREMIUM SUPPORT
Pricing	Included	Upcharge
Phone & Email Support	Yes	Yes
Coverage Hours	1:30 - 6:00 PM EST*	24/7
Target Initial Response Time for:		
Severity 1 Incidents	4 hours	1 hour
Severity 2 Incidents	8 hours	1 hour
Severity 3 Incidents	24 hours	3 hours
Incident Update Frequency		
Severity 1 Incidents	12 hours	4 hours
Severity 2 Incidents	Daily	8 hours
Proactive Support		
Monitoring Alerts	Yes	Yes
Preventive Actions	No	Yes
Priority Support	No	Yes
Expedited Outage Messaging	No	Yes
Event Based Alerts	No	Yes
Priority Incident Tracking	No	Yes
Reporting		
Incident Root Cause (Severity 1 & 2)	For an Additional Fee	Yes
Reporting Suite	For an Additional Fee	Yes
Support Relations		
Support Relationship Manager	No	Yes
Weekly Operations Meeting	No	Yes
Quarterly Site Meeting	No	Yes
Quarterly Leadership Meeting	No	Yes
Customized Support		
Personalized Communication During Incidents, RCA's	No	Yes
Emergency Phone Line	No	Yes
Impact Matrix	No	Yes
Customized Training	No	Yes
Online Client Service Portal	Yes	Yes, Multi-Company