

# Accellion Premium Support

Accellion's Premium Support service offers customers a premier level of service, featuring named support contacts, priority case handling and faster support response times.

## Premium Support offers Accellion customers the following services:

- Named support engineers (2)
- Priority case handling
- Premium phone support
- SLA on response time to support cases
- 24/7 monitoring of customer's Accellion service
- Annual health checks
- Deployment review
- Product training
- Roadmap briefing
- Support portal

To learn more about Accellion Premium Support, please contact your sales representative.

## Premium Support Offering Details:

### **Named support engineers provide customers with a primary and secondary contact.**

- Both named engineers will be familiar with the customer's Accellion deployment and environment.
- Hours of availability for named support techs are to be defined in order to set customer expectations; outside of these hours, calls will still be subject to prioritization to Tier 2 support or higher.

### **Priority case handling**

#### **Premium Support phone service**

- Calls should be routed to CSR for case logging
- Following case logging, calls are routed to the customer's named tech(s) or to a Tier 2 group in the event that:
  - a) the case is urgent yet neither tech is available
  - b) the case is logged outside of named techs' hours of availability

### **SLA on response time to support cases:**

- Critical priority: 1 hour
- High priority: 2 hours
- Medium priority: 4 hours
- Low priority: 12 hours

### **24/7 Monitoring**

- For on-premise systems or systems hosted by another provider

### **Annual Health Checks**

- Ensure deployment is configured for optimum performance

### **Deployment review**

- Review current workflows and business use cases

### **Product training**

- Refresh current administrator on new features and functionality as well as new Administrators assigned to the service
- End-user Training for training the trainer/help desk to ensure users are properly utilizing their Accellion solution

### **Roadmap briefing**

- Customer Success and Product Management coordinate to provide roadmap information

### **Support portal**

- Log cases via Accellion's support portal