



SmartStream Enterprise Support will provide the global support relationship you require to keep your mission-critical systems running at an optimal level throughout your operational centres.

The combination of designated support services and the technical expertise within our global support centres delivers a timely, consistent, scalable and 'always on' support experience. You can be confident that should a problem arise, SmartStream's knowledgeable and client-oriented support teams are there to support you.

With SmartStream Enterprise Support, your organisation can reduce the risk of running your SmartStream application environment and deliver higher staff productivity due to reduced downtime. As a result, you can derive the maximum benefits from both your investment in SmartStream and your existing IT infrastructure.

SmartStream Enterprise Support helps you to successfully develop, test, deploy and manage the industry-leading software delivered by SmartStream on a 24 x 7 basis.

Proactive Partnership

Partnering with you, SmartStream aims to ensure any potential problems are identified and rectified before they become an issue. Through this proactive approach, you benefit from increased system uptime, delivering greater efficiency and enabling you to concentrate on more strategic IT tasks.

SmartStream Enterprise Support also delivers an inclusive professional services and training bundle. This provides you with 10 days of free professional services consulting or end user training to ensure full and ongoing knowledge transfer, and deliver operational best practices.

Priority Resolution

With Enterprise Support your organisation's queries will be given priority to deliver the fastest possible response, update and resolution times.

With 24 hour cover, seven days a week and unlimited support calls, emails and online escalation, you can access any of SmartStream's dedicated global support desks whenever you need to.

This follow-the-sun support ensures your organisation will receive the very best customer care and deliver greater peace of mind.

Designated Customer Service Resource (CSR)

With the Enterprise Support, you have a designated CSR that serve as your representative within SmartStream. The result is a close, effective and rewarding relationship that delivers a proactive strategic partnership.

Your designated CSR is your voice within SmartStream, continually liaising with you through regular calls to ensure you are receiving the service and support you expect.

The CSR knows your business and the exact configuration you have installed, ensuring a robust and personal service. As the relationship develops, the CSR becomes an expert in your business, proactively providing the support services and resources that best meet your needs.

Support from Software Delivery

We understand that an efficient implementation phase reduces your risk and cost, enabling a faster time to benefit. That is why SmartStream's comprehensive support services begin from the day you receive the software. As the project advances through installation, fine tuning and user acceptance phases, SmartStream's support teams are available to assist our on-site consultants from SmartStream Professional Services to manage upgrade releases, patches and bug remedies.

Support Services	Enterprise	Premium	Standard
Follow the sun	Yes	Yes	–
Cover	24 x 7	24 x 5	8 x 5
Coverage	Global	Global	Regional
Approved contacts	20*	10*	5*
Support calls	Unlimited	Unlimited	Unlimited
Phone, email, web support	Yes	Yes	Yes
Electronic services	Yes	Yes	Yes
Designated CSR	Yes	Optional	–
Priority product maintenance	Yes	–	–
Inclusive professional service / training	10 days	*	*

* Optional upgrade available