



SmartStream Premium Support will provide the priority support relationship you require to keep your mission-critical systems running at an optimal level.

The combination of designated support services and the technical expertise within our global support centres delivers a consistent and scalable 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 Premium 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 Premium Support helps you to successfully develop, test, deploy and manage the industry-leading software delivered by SmartStream.

Partnership for Prevention

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

Priority Resolution

With Premium Support your organisation's queries will be routed to the right person at the right time to deliver a resolution in the fastest possible time. With 24 hour cover and unlimited support calls, emails and online escalation, you can access any of SmartStream's dedicated global support desks. This follow-the-sun support ensures your organisation receives the very best customer care and delivers greater peace of mind.

Flexible Options

Along with the comprehensive package delivered by Premium Support, you also have the option of upgrading various elements to meet specific geographic, technology or business line needs. This ensures your support package doesn't tie you into a rigid structure and can evolve to meet your needs as your business continues to expand.

Premium Support package upgrade options include:

- Increased number of approved contacts
- Professional services and training bundle (10 days)
- Access to a designated CSR

Designated Customer Service Resource (CSR)

With the Premium Support add-on, you gain a designated customer service resource that serves 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.

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