



# SmartStream

## Support

### STANDARD

**SmartStream Standard Support** will provide the support relationship you require to keep your systems running at an optimal level.

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

With SmartStream Standard 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 Standard Support helps you to successfully 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.

With Standard 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 unlimited support calls, emails and online escalation, you can access your local SmartStream support desk through numerous channels. This ensures your organisation receives the very best customer care and delivers greater peace of mind.

### Additional Services and Training Option

Along with the comprehensive package delivered by Standard Support, you also have the option of purchasing a professional services and training bundle. This provides you with up to 10 days worth of professional services consulting or end user training to ensure full and ongoing knowledge transfer, and deliver operational best practices.

Standard Support customers also have the option of upgrading the number of approved contacts to ensure that all critical members of your IT/operations can raise support issues.

### 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