

We've broken down our support offerings into 3 easy, comprehensive packages. Choose the Support Plan that's right for you!

Support Offering	Platform	Premier	Elite
Platform Issue Support	Unlimited	Unlimited	Unlimited
24x7 Platform Monitoring	√	√	√
Site Monitoring	--	1 URL, every 20 min. from 1 location	20 URLs, every 10 min. from 2 locations
Support SLA Response Time	3 days	1 day	1 day
24x7 Support Portal Access	√	√	√
Support Hours	12 hours / 5 days US (PT)	12 hours / 5 days US (PT) / UK (GMT)	18 hours / 5 days US (PT) / UK (GMT)
Authorized Support Contacts	2	5	10
Expanded Support View & Reporting	--	√	√
Priority Case Queue	--	√	√
Accelerated SLA	--	√	√
Designated Success/Technical Account Manager	--	CSM	TAM
Platform Service Request	\$	5 per month*	Unlimited
Platform Assistance & Developer Assistance	\$	10 per month*	Unlimited
24x7 Training Portal Access	√	√	√
Instructor Led Training	\$	\$	1 per year*
Customer Advocacy Program	--	√	√

√ = Included \$ = Additional Fees Apply * = Additional Fees Apply for Additional Offering

For more detailed descriptions of these offerings, please refer to the following page.

Please note:

CrownPeak Technical Support does not make any customer requested changes pertaining to template development/up-keep or any existing configuration setup post user acceptance and go-live. If customer requires CrownPeak to make specific changes to the template and/or configuration, we will gladly do so for an additional fee. Please refer to the CrownPeak order form for further information and pricing.

Support Limit Overages:

Defined as exceeding the limits set forth on the support offering described under Platform, Premier and Elite Support. Limit overages will be identified on a monthly basis and a report will be provided to the customer along with an itemized invoice based on CrownPeak's hourly rate (refer to order form).

Support Offering	Description
Platform Issue Support	Support in service of down environments due to CrownPeak reasons (e.g. Host down/unresponsive, CMS down or major product functionality impaired)
24x7 Platform Monitoring	CrownPeak actively monitors all platform components (CMS, Publishing, Hosting, WCO and Search) for accessibility and application errors, escalating as necessary to resolve all platform issues in a timely manner.
Site Monitoring	This refers to proactive monitoring of homepage and designated URL(s). CrownPeak will monitor client specified URL(s) at designated time intervals and location. Premier: Homepage and 1 URL per site monitored every 20 minutes from 1 location. Elite: Homepage and 20 URLs per site monitored every 10 minutes from 2 locations (Note: It is the client's responsibility to inform CrownPeak of any changes/additions to monitored URL(s).)
Support SLA Response Time	This is the initial response time on tickets submitted for troubleshooting.
24x7 Support Portal Access	This is the primary entry point to contact CrownPeak Technical Support. The portal allows you to open, update and view the status of your case(s).
Support Hours	Standard Support hours are offered from 6 a.m. to 6 p.m. Pacific (US PT) with local and extended coverage for Premier and Elite Support.
Authorized Support Contacts	Authorized Support Contacts are CrownPeak trained users who are authorized by your company to contact Technical Support.
Expanded Support View & Reporting	Customers will have the ability to view their cases along with others in their organization. Additionally, customers will also have the ability to setup reports to track their cases for further analysis.
Priority Case Queue	Priority case routing and queue assignment for troubleshooting
Accelerated SLA	Accelerated SLAs and priority scheduling for delivery of product fixes
Designated Success / Technical Account Manager	CSM: CrownPeak will designate a <i>Customer Success Manager</i> who will allocate (40) hours of their time per quarter to partner with your power users, understand your business needs and increase the value of your CrownPeak investment. TAM: A designated <i>Technical Account Manager</i> who will allocate (80) hours of their time per quarter to partner with your technical staff, understand upcoming projects, advise on best practices to ensure your business needs are met.
Platform Service Request	Support requests where CrownPeak makes the changes on behalf of the customer. This includes changes or additions to hosting, search, WCO, CMS configuration changes, CMS template changes, front end or back end code and setup of other CrownPeak products. Multiple requests cannot be combined into one ticket as they will be treated as unique requests. Platform service requests are limited to a maximum of (2) hours for each individual request. Tickets requiring more than (2) hours require an SOW and are not included in platform service requests. Front and back end coding is limited to coding that can be managed via the CMS. Compiled code, minified libraries, etc. are not included in platform service requests.
Platform Assistance & Developer Assistance	Platform Assistance: This is advisory support pertaining to CrownPeak platform (e.g. "How do I add user to a group, add a report, see who changed an asset, etc.?"). Developer Assistance: On an advisory basis, CrownPeak will assist in troubleshooting development related issues pertaining to CMS API, template questions, redirects, recommendations for session handling etc. (Note: CrownPeak will not advise client on 3rd party code, debugging code, or application architecture.)
24x7 Training Portal Access	Connect-CrownPeak's training portal—is your source for all things CrownPeak; the training portal allows you to view on-demand training, developer user guides, blogs and so much more.
Instructor Led Training	CrownPeak will provide one (1) custom training per year specific to your business needs at CrownPeak headquarters or onsite upon request (excluding travel expenses).
Customer Advocacy Program	This program provides exclusive perks to our customers, such as a membership on our product advisory board, extra training webinars, and special advisory review sessions. For more details, please refer to the right-hand side of the following page.

CrownPeak Service Level Agreement (SLA)

PRIORITY	DEFINITION	PLATFORM	PREMIER	ELITE
Urgent	Production environment down, public website down or a critical feature/function unavailable	4 hours	2 hours	1 hour
High	Major function or feature is not working correctly, impairing CrownPeak's ability to author, create template and push content for publication to end-users or website content is incorrect or rendering incorrectly	1 day	4 hours	2 hours
Medium	Minor issues affecting usability of the product, but a workaround is provided with no impact to major feature/functionality or website changes or issues not deemed urgent or high	2 days	1 day	9 hours (same business day / time zone)
Low	How-to questions and/or product enhancement requests	3 days	2 days	1 day

Contact Support

- Email support@crowpeak.com
- From within Volte go to Help, Contact Support and fill out the form and hit submit.
- Contact support by calling +1-800-887-1944 and pressing 6. Messages left are escalated immediately.

Hours of Operation

United States: 6 a.m. – 6 p.m. (Pacific)

United Kingdom: 8 a.m. – 4 p.m. (GMT)

Global Extended Hours: 12 a.m. – 6 p.m. (Pacific)

BE A PART OF OUR EXCLUSIVE CUSTOMER ADVOCACY PROGRAM

With a Premier or Elite support plan, you will be part of an elite group of CrownPeak customers who are members of our product advisory board. As part of our advocacy program, you will also have the following:

- **Insider look into early releases to ensure new functionality (1 per year) for Premier & Elite**
- **Quarterly Success Reviews (1) for Premier, (2) for Elite:** Review of your case history, application usage and understand business objectives.
- **Semi-Annual Health Check (1) for Premier, (2) for Elite:** Review the health and monitoring of client's environment for those who host with CrownPeak
- **Monthly Training Webinar (1) for Premier (2) for Elite:** Deep dive into product functionality, how to questions and best practices based on standard webinar and training materials.

AWARD WINNING SERVICE

Customer Service Department of the Year †



2014
BRONZE
STEVIE® WINNER
AMERICAN BUSINESS AWARDS

† for the industry category of "Software & Computer Services Companies" of our size

LEARN MORE ABOUT HOW CROWNPEAK CAN SUPPORT YOUR SUCCESS

EMAIL sales@crowpeak.com TEL 1.800.887.1944 WEB www.crowpeak.com