crownpeak

CUSTOMER SUPPORT PLANS

Choose the support plan that's right for you.

SUPPORT OFFERING	PREMIER	ELITE
Platform Issue Support	Unlimited 24x7 Platform Monitoring	Unlimited 24x7 Platform Monitoring
Platform Assistance	✔	✔
Support Response Time	2 hour for critical issue; 1 business day for non-critical issue	2 hour for critical issue; 1 business day for non-critical issue
24x7 Support Portal Access	✔	✔
Support Hours*	13 hours / 5 days (8AM – 9PM US Eastern Time)	18 hours / 5 days (3AM – 9PM US Eastern Time)
Authorized Support Contacts	5	10
Priority Case Queue	-	✔
24x7 Training Portal Access	✔	✔
Professional Services	$	$

DIGITAL EXPERIENCE SOLUTION SPECIFIC OFFERING

	PREMIER	ELITE
Site Monitoring	1 URL, every 20 min. from 1 location	20 URLs, every 10 min. from 2 locations
Technical Account Management (DX Solution)	-	Assigned Technical Account Manager (TAM) 180 hours/ years (15 hours monthly)
Platform Managed Service Request (DX Solution)	60 hours / year (5 hours monthly)	180 hours / year (15 hours monthly)

DIGITAL QUALITY SOLUTION SPECIFIC OFFERING

	PREMIER	ELITE
Initial Setup (DQ Solution)	✔	✔
Extended Setup (DQ Solution)	60 hours / year (5 hours monthly)	180 hours / year (15 hours monthly)

DIGITAL GOVERNANCE SOLUTION
SPECIFIC OFFERING

Initial Setup (DG Solution)	Up to 4 hours	Up to 4 hours
Extended Setup (DG Solution)	-	180 hours / year (15 hours monthly)

(✔) = Included in Platform Subscription   ($) = Fees Apply   (*) = Critical Issues (as defined in the SLA) are worked 24x7

(**) = Additional Fees Apply for Additional Offering

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 selected. 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
Site Monitoring	This refers to proactive monitoring of specific URLs provided by the client. Crownpeak will monitor client specified URL(s) at designated time intervals and locations to ensure that they respond with an HTTP 200 status code. Only live public URLs and URLs hosted directly by Crownpeak will be monitoried. For clients electing to utilize a third-party Content Delivery Network (CDN) or Web Application Firewall (WAF), Crownpeak will monitor the Origin Domain. Note: It is the client's responsibility to inform Crownpeak of any changes/additions to monitored URL(s) as well as notification of sites being launched and requiring monitoring.
Support Response Time	This is the initial response time on tickets submitted for troubleshooting. Critical/Urgent tickets must be submitted as such in order to ensure proper response.
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).
Authorized Support Contacts	Authorized Support Contacts are your users (who have been trained by Crownpeak) authorized by your company to contact Technical Support.
Priority Case Queue	Priority case routing and queue assignment for troubleshooting.
24x7 Training Portal Access	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 much more.
Technical Account Manager (DX Solution)	Technical Account Manager (TAM): Crownpeak will assign Technical Account management resources to partner with your technical staff, understand upcoming projects, advise on best practices, and hold periodic review meetings to assist your organization in meeting your business needs.
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)
Platform Assistance	Technical assistance on using the platform, including technical guidance, general information and best practices. Also includes baseline troubleshooting of general issues. Can also come in the form of knowledge base articles or video content. Does not include anything defined under professional services. While Crownpeak will do its utmost to help customers identify the source of any blocking errors, if these are identified to be stemming from customer-controlled configuration or code, additional charges may apply as professional services.
Professional Services	Changes on your behalf which are actionable by you or your designated partner but which you elect to have changed by Crownpeak. This includes but is not limited to CMS configuration changes, CMS template changes, front-end or back-end code, setup of notices and setup of other Crownpeak products. This excludes anything defined under Platform Managed Service Request and Platform Issue Support. For larger tasks, either an Absolute Services or SOW may be recommended.

Platform Managed Service Request (DX Solution)	Requests involving changes to Crownpeak environments that are not directly actionable by you or your designated partner because of access restrictions or security policies. This includes provisioning and certain configuration changes to Crownpeak managed services (eg, certain Hosting Services, and Search module settings).
Initial Setup (DQ Solution)	The initial setup of checkpoint and dashboard followed by a review of both sections. Includes changes applied during the first 3 months of the initial term effective date.
Extended Setup (DQ Solution)	Extended platform setup can be performed for changes after the Initial Setup term has expired. These changes include: • Restructuring dashboard and checkpoint layout • Splitting or merging of existing Dashboards (same website) • Requests to review checkpoints or dashboards • Setup and changes to the new modified Checkpoints or Inventory Reports
Initial Setup (DG Solution)	Hours may be used in the initial setup of the solution by Crownpeak resources.
Extended Setup (DG Solution)	Extended setup can be performed for changes and effort and may be utilized for the following tasks: • Notice configuration • Technical implementation guidance • Priority access to technical resources