

SUPPORT PLAN COMPARISON

Enterprise support provides proactive services that greatly exceed standard support. Designed with mission-critical applications in mind, enterprise support provides reliable, consistent services to maximize the organization's investment.

	BEST OPTION	
	ENTERPRISE SUPPORT	STANDARD SUPPORT
Access to online knowledgebase	✓	✓
Free product updates	✓	✓
Guaranteed Ticket Response Time	3 Business hours	4 Business days
Dedicated Support Technician	✓	✗
- Direct contact information including email and cell	✓	✗
Backup Support Technician	✓	✗
- Direct contact information including email and cell	✓	✗
# of business days of onsite support included*	5	0
# of hours of remote assistance included	100	0
Critical Milestone Support	✓	✗
Free Infrastructure Analysis	✓	✗
Custom database optimization**	✓	✗
Emergency Bug Fixes	✓	✗
Sunset Version Support	12 Months	✗
Guaranteed Engineering Support Response Time	5 Business days	✗
Live Installation & Upgrade Assistance	✓	✗

*Travel/hotel costs not included.

**Requires purchase of the Custom DB Matching Option