

Premium Support Coverage

Last Modified on 08/15/2024 2:01 pm EDT

Overview

With a prepaid Premium Support subscription, customers will receive the following service enhancements, above our standard Support subscription:

Enhanced Service Levels

Our [Premium Support Service Levels](#) ensure your requests are prioritized in our queue and our responsiveness optimized.

Subject Matter Expertise

Priority access to our Premium Support Team. Your complex requests will be handled by our most experienced and knowledgeable Support personnel.

Configuration Service

We will work with you to refine your Resolver application configuration to match your business requirements as they evolve. Coverage for this service:

- Includes a set number of configuration hours per 1 year subscription term. Hours includes the time/effort to scope requirements, design, deploy and test the changes, plus the communication throughout the process. If the agreed hours are consumed before the end of the subscription term, your Customer Success Manager will inform you and a top up package can be purchased.
 - Includes configuration changes required to solve problems, including during expansion projects where your environment is locked down.
 - Excludes configuration requests that are outside the scope of Premium Support, due to scale and/or complexity. Examples of complex requirements on the exclusion list are new applications, assessment types, reporting dashboards and portals. Requests that are deemed out of scope will be redirected to your Customer Success Manager.
-

Proactive Engagement

Receive proactive support assistance throughout your Resolver Journey including:

Project to Support Transition

Following Hypercare, your Resolver Project Team will introduce a member of our Premium Support team to your team and solution, who will help ensure the transition from implementation into business-as-usual usage is smooth.

Periodic Health Checks

A member of our Premium Support Team will join your Customer Success Manager in periodic health checks, to provide tactical guidance and assist with minor adjustments to configuration.