

ASG'S TIERED SUPPORT MODEL

Customers select the support access and engagement that best suits their needs

CUSTOMER CARE SUPPORT MODEL

ASG provides a Tiered Customer Support Model – Standard, Enhanced and Premium – which meet the diverse requirements customers have in today's complex IT environment. These personalized service levels meet customer's varied needs and enable them to benefit from faster Time-to-Value and minimized downtime. ASG understands the real-time nature of your IT processes and the importance of having access to support when it's needed.

ASG recognizes that not all IT organizations are created equal, and user needs vary by industry and IT operating style. To meet the various demands required and needed, ASG offers our customers three tiers of support:

- **Standard Support:** Targeted at the most self-sufficient customers, this level offers Self-Enabled Support (KBs/Articles/Documentation, Self-Training Videos), access to the support community, and Technical Support (Phone, Email, Chat) 24 hours a day, 5 days a week (24x5)
- **Enhanced Support:** For customers that need higher level of engagement and access, this level includes all services as Standard support, but extends technical support to 24 hours, 7 days a week for severity 1 (24x7 for Severity 1 cases only)
- **Premium Support:** Customers with large complex implementations often desire a tighter engagement with ASG. To provide this connection and other increased focus, this level includes all Standard services and reduces the SLA response times for Severity 2 issues; provides access to Beta Software; assigns a named Account Support Engineer (NASE); and offers Quarterly Access to Product Management.

*The **Enhanced** and **Premium** packages include assistance in installation, troubleshooting, maintenance, upgrading, and disposal of product.*

BENEFITS

- Match support choice to your organization's specific needs
- Receive access to self-enabled support, including access to KBs, articles, documentation and self-training videos
- Engage with Technical Support via phone, webchat or email
- Receive updates and patches quickly - with technical guidance (Enhanced and Premium)
- Plan for upgrades with access to Beta software (Enhanced and Premium)
- Work through support needs with personalized engagement from an Account Support Engineer (Premium)
- Learn from other ASG customers in the Support Community

SUPPORT MODELS AT-A-GLANCE:

ASG CUSTOMER CARE	STANDARD	ENHANCED	PREMIUM
Self-Enabled Support (KBs/Articles/ Documentation, Self-Training Videos)	24x7	24x7	24x7
Access to Community	24x7	24x7	24x7
Technical Support (Phone, Email, Chat)	24x5	24x7 (Severity Level 1 only)	24x7
Updates/Upgrades & patches technical guidance		✓	✓
Response SLAs by Severity: (1=Critical, 2=Major, 3=Minor, 4=Request)	1 <30 minutes 2 < 2 hours 3 < 4 hours 4 < 8 hours	1 <30 minutes 2 < 2 hours 3 < 4 hours 4 < 8 hours	1 <30 minutes 2 < 30 minutes 3 < 4 hours 4 < 8 hours
Access to Beta Software (Not obligated to Terms & Conditions of Beta Program, Receive copy of Beta Program Report)			✓
Named Account Support Engineer (NASE)			✓
Quarterly Access to Product Management			✓

☰ MAIN FEATURES

- Education: ability to schedule ASG product training course
- Downloads: access to the latest products and fixes
- Customer Knowledge: access to customer use cases and stories
- Documentation: access to real time on-line information
- License Administration: access your ASG product licenses
- Incident Tracker: follow progress or open new incident reports easily
- Video Tutorials: easily view instructional ASG product related videos

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