

# PRECISE Application Performance Platform Premium Support Packages

From the moment you become a Precise Application Performance Platform customer, we work hard to keep your business. That's why we go beyond the typical technical support offerings and give you four flexible support services options to meet your unique needs. These packages support small companies, global organizations with operations around the world, and even IT shops with limited resources that could use a few extra hands to ensure their Precise Platform environment is running optimally. Choose from any of the four packages below to suit your needs.

## BASIC SUPPORT PACKAGE

- Product upgrades with new feature enhancements
- Phone and email support during local business hours
- Case reporting and management via web-based Customer Portal
- Access to comprehensive knowledge center
- Access to the Precise Platform Community website

## ESSENTIAL SUPPORT PACKAGE

All the offerings of the Basic Support Package **PLUS...**

- 24x7 support for critical issues

## GOLD SUPPORT PACKAGE

All the offerings of the Essential Support Package **PLUS...**

- A pool of Precise Platform Professional Technical Services hours based on the number of licenses under active maintenance (see the chart to the right)

## PLATINUM SUPPORT PACKAGE

All the offerings of the Gold Support Package **PLUS...**

- Additional Precise Platform Professional Technical Services hours
- System Review and Assessment – Precise Platform experts will review product configurations & usage and provide a written summary of areas for improvement based on Precise Platform best practices.
- Priority service through an exclusive support phone line answered 24x7

## TECHNICAL PREMIUM SUPPORT SERVICES

### Configuration

- Needs assessment to optimize alerts, reports, and metrics
- Customized configuration and implementation plans

### Migration and Upgrade

- Precise Platform expert recommendations
- Remote support for upgrade installations

### Training

- Introductory & specialized product training
- How to training to optimize your environment

# Support Packages Comparison Chart

Support Service	Basic	Essential	Gold	Platinum
Product upgrades with new feature enhancements	●	●	●	●
Phone and email support during local business hours	●	●	●	●
Case reporting and management via web-based Customer Portal	●	●	●	●
Access to comprehensive knowledge center (FAQs, How To's, and Best Practices)	●	●	●	●
Access to the Precise Platform Community website	●	●	●	●
24x7 support for critical issues		●	●	●
Professional Technical Services hours to create customized services packages for Training, Configuration, and Migration/Upgrade Assistance			●	●
System review and assessment by Precise Platform experts				●
Priority service through an exclusive 24x7 support line				●