Customer Success

Standard and Premium Support Offerings and Service Levels

shiftboard®

Customer Support Offerings

Overview

Offering	Standard	Premium
Support		
Product Support (Phone / Email / Chat)	6a-6p PT Monday - Friday except holidays	24/7 support with hotline for critical issues
Severity-based SLA target response & resolution times	Standard	Expedited
System Monitoring & Reporting	24-hour monitoring	24-hour monitoring & Up-time reporting
Online Solution Documentation	✓	✓
Success		
Strategic Quarterly Business Reviews		✓
Named CSM for Training & Support		✓
Training		
Shiftboard Academy Learning Pass	Available at additional cost	✓

Our Standard Customer Support Package offers comprehensive support and training to get the most out of Shiftboard

Our Premium Customer Support Package adds personalized services to our standard package to achieve your specific business objectives

Product Support

Standard support enables customers to obtain phone, chat or email support within standard business hours of Monday-Friday 6am to 6pm U.S. Pacific Time (excluding the following three holidays: New Year's Day, Christmas Eve and Christmas Day).

Premium support enables customers to obtain phone, chat or email support within standard business hours of Monday-Friday 6am to 6pm U.S. Pacific Time.
Premium support also enables customers to obtain phone or email support between 6am to 6pm U.S. Pacific Time at weekends and holidays (excluding New Year's Day, Christmas Eve and Christmas Day).
Additionally, 24/7 support for critical (P1) issues is available via phone hotline outside the above support windows.

Service Level Agreement (SLA) Resolution and Response Times

Response and resolution times are defined in the SLA Details. Our SLA's do vary between Standard and Premium support, and by Severity of issue. Note that SLA tickets submitted outside standard business hours, will start on the next business day (except for Premium Support P1 issues).

System Monitoring and Reporting

Our application monitoring tools run 24/7 and can detect spikes in memory, processor usage and other key performance metrics. These tools can trigger alerts for our engineering teams to investigate and address certain potential issues without our customers even being aware of them.

Optionally, system availability reporting can be delivered to report on application up-time within a given period. This reporting requires customers to be on our Premium support level.

Online Solution Documentation

Anytime, online access to product support and best practices.

Success Assurance (Premium Support Only)

As part of your Premium Support program we will conduct Quarterly Business Reviews to present new and upcoming product features, review your recent usage data, and ensure you are optimizing your Shftboard solution to maximize your return on investment.

Your Premium Support program also gives you access to a named Customer Successs Manager to consult with as needed on optimizing your workflow, discussing reporting changes, adopting

new features, etc. This service allows for an average level of consultation of two hours per week.

Shiftboard Academy Learning Pass (Included with Premium Support)

Provides a library of videos that cover key Shiftboard functionality to get your project team up and running quickly during onboarding.
Also provides a Site Administrator training program and associated certification. This offering is also available at additional cost with Standard Support

Appendix: SLA

Service Level Agreement Response and Resolution Targets

Issue Level	Severity Definition	Targeted response (Premium)	Targeted response (Standard)	Targeted resolution
P1	Critical business impact: Production use of the solution is stopped or so severely impacted that the all end users are unable to use core functionality and there is no reasonable work around.	2 hours (requires use of Hotline outside BH)	4 hours (BH) 12 hours (NBH)	24 hours
P2	Significant business impact: Production use of major functionality within the solution is severely limited with no reasonable work around or a small portion of end-users are unable to use core functionality	4 hours (BH) 12 hours (NBH)	8 hours (BH) 1 business day (NBH)	5 business days
P3	Some business impact: Loss of Production functionality with moderate overall business impact to an individual or group and there is no reasonable work around	1 business day	1 business day	30 business days
P4	Minimum business impact: Minor functional errors where reasonable work arounds are available. Or requests for information, enhancements, or documentation clarification	3 business days	3 business days	N/A

Definitions:

Business Hours (BH): Monday through Friday 6:00 a.m. to 6:00 p.m. (U.S Pacific time) excluding the following three holidays: New Year's Day, Christmas Eve and Christmas Day.

Non Business Hours (NBH): All days and times outside Business Hours defined above, and also excluding the following three holidays: New Year's Day, Christmas Eve and Christmas Day.

Examples of Severity Level grading by type of issue

Examples of Priority 1 case: (critical business impact)
- A production server has failed.
- Multiple users cannot access the production servers.
- Performance of the servers has degraded to an unusable level.
- Critioal buisness data is unrecoverable, corrupt, or lost.

Examples of Priority 2 case: (significant business impact)
- Issue is critical to customer's business operations.
- Critical component returning error or not responding.
- Degraded application performance is having a serious negative impact on business.
- A database or application error has occurred which severely impacts business operations.

Examples of cases not typically categorized as a Priority 1 or Priority 2:
- Database is operational following a one–time outage; root cause analysis required.
- Feature Request or customization.
- Customer is not available for collaboration with support engineers after hours.
- General question such as "how–to" or syntax questions.
- Issue with little or no impact.
- Documentation issues.
- Issue is essentially resolved but remains open for customer confirmation.
- An effective workaround has been provided pending final resolution of an issue initially classed as P1 or P2.
- Intermittent wait status with little or no customer interaction required.
- Reports, bulk uploads or other non-critical business needs