

HelpLINE Support Package Options

Choose the package options that suits your needs

Level of SERVICE	Standard	Gold	Platinum
Full product support – phone/ email	Yes	Yes	Yes
Full support logon facilities	Yes	Yes	Yes
Critical - target response time	4 hrs	2 hrs	1 hr
Serious - target response time	1 day	4 hrs	2 hrs
Moderate - target response time	2 days	1 day	1 day
Low - target response time	1 week	2 days	2 days
New versions and service packs	Yes	Yes	Yes
System management support	No	No	Yes
Installations and upgrade support	No	No	Yes
Routine health checks	No	1 per year	on-going
Training and coaching support	No	½ day per year	2 days per year
Dedicated Account Manager	Yes	Yes	Yes
Site visit and review meeting	No	1 per year	up to 3 per year
Inclusive consultancy support	No	2 days per year	5 days per year
Regular status report	No	Yes	Yes
Access to Self Service	Yes	Yes	Yes

* Variations on these packages options are available.