expecco - Update Service & Support

Version	BASIC	ADVANCED	PREMIUM
Updates/Year	2	2	2
Response Time Sev. 1 Problems	24	12	1
Response Time Sev. 2 Problems	48	24	6
Response Time Sev. 3 Problems	-	36	12
Coverage Times Mo - Fr Outside general Business Hours Weekend	8:00 - 18:00 - -	8:00 - 18:00 24 h on appointment -	8:00 - 18:00 24 h on appointment On appointment
Assigned Customer Representative	1	2	5
Customer Service Portal	yes	yes	yes
FAQ	yes	yes	yes
Forum	yes	yes	yes
Installation, Upgrade, Configuration	yes	yes	yes
expecco early access program	yes	yes	yes
Patches for Sev 1 Problems	yes	yes	yes
Patches for Sev 2 Problems	next Release	yes	yes
Patches for Sev 3 Problems	Scheduled to a future release	next Release	yes
Remote Assistance	no	yes	yes
Priority Case Handling	no	yes	yes
Support Credits	-	16	32
Training sessions (online)	-	1	3
Assigned Technical Account Representative	no	no	yes
	20%	30%	40%

Severity Level 1 - Highest priority

Production environment, expecco is totally non-operational, mission critical impact on the Customer's company operations.

Severity Level 2 - Critical priority

Production environment where expecco functions are seriously impaired, the Customer's company operations is seriously restricted.

Severity Level 3 - Default Priority

Production, Test, or Implementation environment with errors that do not cause a customer outage, intermittent errors that may reduce system performance or functions but no critical impact upon the Customer's company operations. For example, product questions, implementation questions, configuration and tuning questions, or enhancement requests.