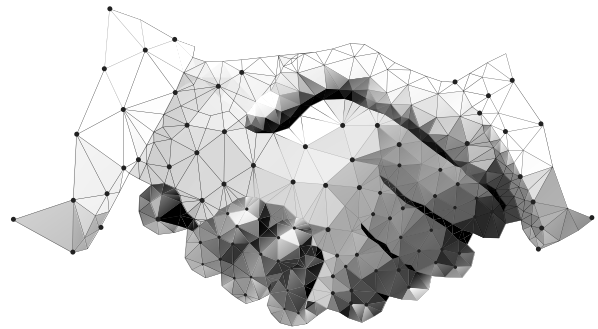


Premium Support

Guaranteed priority support
when you need it most.



Overview

Premium Support is designed to help businesses like yours achieve a faster response time and shorten the time to incident resolution. We do this by giving Premium Support users direct access to our dedicated team of experienced support engineers. The team is qualified to quickly address any incidents either by phone, email, or live chat.

Premium Support comes with a service-level agreement (SLA) that specifies a guaranteed response time for incidents so you can ensure that services in your mission-critical environments are running optimally.

Scope and benefits

Premium Support is intended for customers who deploy ManageEngine's software in mission-critical environments and require expedited response times along with specialized technical and tactical support. It includes the following benefits:

Priority support: Dedicated support engineers will be available 24x5 through phone, email, or live chat. With an SLA-driven turnaround time, get the help you need when it matters most and minimize disruptions.

Named technical account manager: You'll be assigned a technical account manager (TAM) who'll be the point of contact for your Premium Support account. The TAM will gain an in-depth understanding of your unique IT environment and help provide expert case management to solve any incidents swiftly and meet your business objectives.

Quarterly solution assessments: Your TAM will schedule quarterly advisory calls to review and adopt solution best practices, and perform periodic health checks. Additionally, you'll have access to an exhaustive repository of product training workshops and webinars.

What Premium Support excludes

The following are excluded from Premium Support's obligations:

- Any custom code development requests pertaining to software not distributed by ManageEngine.
- Debugging custom software that is used on or in conjunction with ManageEngine software.
- Any assistance in performing system administrative tasks that do not affect the functionality of ManageEngine solutions.

How Premium Support stacks up against Standard Support

Here's a comparative chart of our support tiers and the included services to help you choose the best option for your business.

| Category | Service | Standard Support | Premium Support |
|-----------------------------|---|------------------|---|
| Support | Phone support | ✓ | ✓ (direct line and priority assistance) |
| | Email support | ✓ | ✓ (dedicated email and priority assistance) |
| | Chat support | ✓ | ✓ (dedicated chat support and priority assistance) |
| | Maximum response time | 1 day | 4 hours |
| | Critical response time - Urgent | < 1 day | 15 minutes |
| | Critical response time - High | < 1 day | 1 hour |
| | Critical response time - Normal | < 1 day | 2 hours |
| | Critical response time - Low | < 1 day | 4 hours |
| | Remote assistance | ✓ | ✓ |
| | Access to user forums | ✓ | ✓ |
| Account management | Named technical account manager | ✗ | ✓ |
| | Escalation manager | ✗ | ✓ |
| | Quarterly product health checks | ✗ | ✓ |
| Educational services | Access to an exclusive customer portal, The Circle | ✗ | ✓ |
| | Product certifications | Paid add-on | Discounted add-on |
| | Self-guided resources (knowledge base, help docs, and setup guides) | ✓ | ✓ |

Premium Support: Service-level objectives

Premium Support is intended for customers who deploy ManageEngine's software in mission-critical environments and require expedited response times and specialized technical and tactical support. It comes with a service-level agreement that specifies a guaranteed response time for support requests based on their business severity.

The following table outlines the service-level objectives (SLOs) for initial technical response based on an incident's business impact and severity.

| Severity level | Business impact | Details | SLO - Initial response time* (24x5) |
|------------------|-----------------|---|-------------------------------------|
| 1: Urgent | Critical | A critical ManageEngine system or service is down or does not function at all. Business-critical functions are inoperable or a significant number of end users are affected, and no known work-arounds are available. | 15 minutes |
| 2: High | Significant | A ManageEngine solution, service, or feature is functional but severely restricted in its use, impacting operations significantly. | 1 hour |
| 3: Normal | Mild | A ManageEngine product, service, or feature does not function as documented but is usable, and this has a minor operational impact because a temporary work-around is available. | 2 hours |
| 4: Low | Minimal or none | Any support request pertaining to a ManageEngine product that's informational in nature (e.g., usage questions or minor issues) | 4 hours |

* Initial response time

Initial response time refers to the time within which our support team answers your email or ticket request, validates your issue, and makes an initial diagnosis of the problem. In some cases, our support team may need to get additional information from you to provide an initial diagnosis of the problem.

To avail Premium Support, contact: premium-support@manageengine.com

Premium Support is only available in the United States for AD360, ADManager Plus, ADAudit Plus, ADSelfService Plus, RecoveryManager Plus, M365 Manager Plus, Exchange Reporter Plus, EventLog Analyzer, and Log360 customers.