


# SUPPORT & MAINTENANCE PROGRAM





# THE DIAMOND DIFFERENCE FROM KEYMARK SUPPORT



As both an OnBase Diamond Support Award Winner and Diamond Kofax Partner, KeyMark offers an unprecedented level of support.

◆ **OUR SUPPORT PHILOSOPHY** is built on ensuring your organization has the tools it needs to keep your system running reliably and at peak efficiency. Our highly trained and experienced support engineers help our clients assess and resolve any technical issues with their systems.

◆ **Without proper maintenance,** solutions can become unstable, and without service, simple problems can sometimes escalate causing system failures and downtime. By using KeyMark's Support Program, system failures are minimized. This is achieved through our phone, email, and secure online support for assistance with technical issues and troubleshooting needs as they arise.

Your Support Program also ensures that upgrades for new releases, software updates, and patches are applied as needed. This provides clients with a system that continues to run at maximum productivity and ensures that new releases don't interfere with previous configurations or custom work.

# SUPPORT PROGRAM OFFERINGS

All of our support plans are designed to provide you with the technical support you require to keep your system running at maximum productivity by allowing continuous access to KeyMark’s support resources.

Both of our support plans (Gold and Platinum) include unlimited phone and email support during business hours, but these plans also scale to offer more specialized services like designated support contacts, insightful executive visits, and more.

## GOLD PLAN

|   |
|---|
| <b>8:30am to 5:30pm EST</b><br><i>Mon-Fri Support (Excluding Holidays)</i>  |
| Unlimited Email Support   |
| Unlimited Phone & Secure Online Support                                     |
| Dashboards Bundle   |
| Installation and Activation of Licenses                                     |
| Discounted Full-time Admin  |
| <b>Upgrades:</b>  |
| <ul style="list-style-type: none"><li>• Upgrade Assurance</li></ul>         |
| <ul style="list-style-type: none"><li>• Remote Upgrade Assistance</li></ul> |

## PLATINUM PLAN

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|--|
| <b>Everything in Gold PLUS:</b>  |
| Free Support Webinars  |
| Annual Health Checks   |
| Designated Support Contact   |
| Free Recertification at Annual Conference  |
| Monthly report of all cases submitted or resolved within the month                           |
| Extension to 8:30 pm M-F   |
| Two Instances of Weekends and After Hours  |
| Steering Committee   |
| Executive Visit  |
| <b>Upgrades:</b>   |
| <ul style="list-style-type: none"><li>• Onsite Upgrade Assurance</li></ul>                   |
| <ul style="list-style-type: none"><li>• Upgrade Assistance</li></ul>                         |
| <ul style="list-style-type: none"><li>• Unlimited test and production environments</li></ul> |
| <ul style="list-style-type: none"><li>• Migrations to New Hardware</li></ul>                 |
| <ul style="list-style-type: none"><li>• 16 Hours of Pilot Assistance</li></ul>               |



KeyMark Support excels at communication. They maintain a good working relationship with me and have a reasonable understanding of the unique ways my system is configured.



# SUPPORT PROCEDURES



Customer Defines Issue



Contact KeyMark Support



Issue Logged in KeyMark Tracking Application



Issue Categorized



Support & Customer Work Together on Resolution



Ticket Closed in KeyMark Tracking Application

# COMMUNICATING WITH THE SUPPORT TEAM

## STANDARD SUPPORT

Email is the desired method of reporting problems that are not causing you downtime. Email gives you the opportunity to describe the issue and KeyMark time to analyze it before responding. Responses are usually handled on the day received.

Telephone support is the best vehicle for emergency support needs. If a voicemail indicates all of our support representatives are unavailable, you may press "0" to reach the KeyMark operator. Tell the operator you need emergency support and someone will swiftly respond.

Your system issues will be logged into our support logging and tracking application. This enables us to record a description of the problem, history and resolution. A reporting capability allows us to retrieve historical data as required.

Every support issue is categorized into three different severity levels, according to the amount of interruption occurring to a customer's business.

More severe support issues may include an interim resolution to restore system availability followed by a final resolution.

Less severe support issues will be addressed during normal business hours with the goal of resolving issues less than 48 hours from the first notification. Throughout the support process, KeyMark strives to handle all issues as quickly as possible, staying in close communication with the client until a resolution is reached.

## AFTER-HOURS & EMERGENCY SUPPORT

At KeyMark, we understand that not all system needs and issues occur during normal business hours.

While after-hours support is not provided as part of our support tier offerings, our on-call engineers can be available to provide both planned and unplanned support after hours. To meet the needs of our customers, each after-hours support agreement is managed on a case-by-case basis.

◇ If your team depends on KeyMark for around-the-clock support needs or would like to have the peace of mind knowing that our support team is ready to assist you 24/7, ask us about an after-hours support package.



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