

# New Censhare SLAs: a better fit for your business needs

## Maximize your Censhare experience

At Censhare, we're dedicated to your success. That's exactly why we have developed a comprehensive service strategy focused on minimizing downtime and maximizing your productivity. This strategy includes well-trained support representatives with continuous skill development, efficient incident management with clear escalation paths, and continuous improvement processes – all designed to ensure you get the most out of your Censhare experience.

Introducing our new Application Support SLAs (Service Level Agreements)

These SLAs offer a range of premium benefits designed to supercharge your Censhare usage and empower your business to achieve even greater results.



## Unlock the Full Potential of Censhare with New SLAs:

- **Multiple Service Tiers:** Choose the SLA package that best suits your needs. Whether you require 24/7 support or standard business hours coverage, there's an option for you.
- **Dedicated Customer Success Manager:** An advocate for your success, your Customer Success Manager (CSM) ensures you get the most out of Censhare. They'll help you achieve your goals quickly and get the most out of the platform.
- **Faster and Easier Issue Resolution:** SLAs define guaranteed response times from Censhare support. This means you get the help you need when you need it, minimizing downtime and maximizing productivity.

- **Continuous improvement:** Censhare will regularly gather user feedback, analyze support metrics, and refine our strategies based on your insights. This ensures our solution remains innovative and perfectly tailored to your evolving needs.
- **Enhanced User Experience:** Our commitment to continuous improvement ensures you receive the best possible support. With well-trained representatives and efficient processes, you can focus on using Censhare to its full potential.
- **Free Training and Resources:** SLAs entitle you to valuable training resources. Gain in-depth product knowledge through self-paced learning modules and interactive Q&A sessions.

**Choose the SLA that best suits your business needs, helping you unlock the full potential of Censhare.**

# Development of custom solutions

Censhare SLA Service Catalog	Silver	Gold	Platinum
Support language *1	DE/EN	DE/EN	EN
Access to the customer portal and ticket system (24/7) Create and process service requests	✓	✓	✓
Support flat rate via ticket system according to SLA (excl. change requests *2)	16h	40h	fair use
Guaranteed response time for urgent cases according to SLA	4h	2h	1h
Support by a Customer Success Manager (CSM)	✓	✓	✓
Troubleshooting and diagnostics via remote session/ remote maintenance software	✓	✓	✓
Self-service options (knowledge base, product documentation, and community forum)	✓	✓	✓
Support by ITIL certified and ISO27001 trained IT specialists	×	✓	✓
Access to the e-learning academy and all training content including future training opportunities *3	×	1 user	3 users
Support hours: Monday-Friday (local time zone, excluding local bank holidays)	9am-6pm	9am-6pm	24/7
Support for Prio1 Incidents by phone (online meeting) according to SLA	×	×	✓
Ticket processing by personalized contacts familiar with the customer and their system	×	×	✓
CSM: Regular status calls/review as required	×	×	✓
CSM: Regular review and processing of open service requests	×	×	✓

\*1 - default support language for Tickets is English. Limited Support in German language is available.

\*2 - change requests or other system modifications, setup. Etc. are excluded from SLA, tickets related to product issues/bugs are not counted in the flat rate

\*3 - any customer can sign up for additional E-Learning subscription to access the E-learning content

## Enhanced SLA Plans

**Censhare Support and SLA plans to better serve you:**

**Silver:** 16 hours/year free.

**Gold:** 40 hours/year free.

**Platinum:** Unlimited support with fair use policy.