



**Specialized** Support Teams

**Proactive** Monitoring

Continuous **Improvement**

We'll set the  
**Standard**

## Elemica Standard Support

Our customers not only depend on our network, but also on our expertise in supporting our products and their business globally. Elemica takes pride in servicing our customers well with best in class support delivery.

Elemica Standard Support is a worldwide operation with over 50 resources supporting our customers when they need it. Operating from 1:30 am ET to 6:00 pm ET \*, our knowledgeable Support agents can be conveniently accessed directly by toll free telephone or via our worldwide support email address at support@elemica.com. Supported areas include connectivity, support of partner setups, the Elemica Dashboard, and the successful receipt and accurate delivery of all message types including customer orders, purchase orders, invoices, and shipment notifications.

### Specialized Support Teams

Elemica Support has tailored our organization to serve you best. With three distinct and focused groups, Support can efficiently resolve requests pertaining to system alerts, open-ended customer requests, and more in-depth technical and connectivity related topics. We also have direct access to resources in other departments; as the need arises, skilled professionals from the Development and Professional Services

departments are utilized as well.

### Proactive Monitoring

System Alerts automatically generated by the Elemica network raise awareness of message processing issues. The system alert is designed not only to notify that a message has failed to process, but also to describe the cause of the problem. All system alerts are first reviewed by Elemica with the aim of resolving the issue on behalf of our customers; only when customer input is required, will the alert be forwarded to the customer for review.

### Continuous Improvement

Whether it is through product, technical, or industry training, Elemica Support is constantly evolving and expanding our ability to better serve our customers. Our culture of continuous improvement dictates rigorous internal process and framework review that result in incremental improvements year over year. We have also invested in world class support infrastructure to ensure that our agents have the right tools available at their fingertips.

Standard Support is available to all Elemica customers.

\*Monday to Friday, excluding Elemica company holidays.

	STANDARD SUPPORT	PREMIUM SUPPORT
Pricing	Included	Upcharge
Phone & Email Support	Yes	Yes
Coverage Hours	1:30 - 6:00 PM EST*	24/7
<b>Target Initial Response Time for:</b>		
Severity 1 Incidents	4 hours	1 hour
Severity 2 Incidents	8 hours	1 hour
Severity 3 Incidents	24 hours	3 hours
<b>Incident Update Frequency</b>		
Severity 1 Incidents	12 hours	4 hours
Severity 2 Incidents	Daily	8 hours
<b>Proactive Support</b>		
Monitoring Alerts	Yes	Yes
Preventive Actions	No	Yes
Priority Support	No	Yes
Expedited Outage Messaging	No	Yes
Event Based Alerts	No	Yes
Priority Incident Tracking	No	Yes
<b>Reporting</b>		
Incident Root Cause (Severity 1 & 2)	For an Additional Fee	Yes
Reporting Suite	For an Additional Fee	Yes
<b>Support Relations</b>		
Support Relationship Manager	No	Yes
Weekly Operations Meeting	No	Yes
Quarterly Site Meeting	No	Yes
Quarterly Leadership Meeting	No	Yes
<b>Customized Support</b>		
Personalized Communication During Incidents, RCA's	No	Yes
Emergency Phone Line	No	Yes
Impact Matrix	No	Yes
Customized Training	No	Yes
Online Client Service Portal	Yes	Yes, Multi-Company