

Catalogic Support Services

Choose a Support Service That's Right For You

Even great products need great support, and at Catalogic we have long been industry leaders in support satisfaction, with a Net Promoter Score that averages in the mid-80s. Our support engineers are noted for their high level of professionalism, direct access to engineering resources, and most importantly, the ability to resolve your problems quickly.

Catalogic Software products are licensed as a perpetual license for the product version purchased. Support services are purchased separately.

Catalogic Software provides four levels of support services:

Bronze

- For basic support during business hours.

Silver

- A more comprehensive support option with 24 x 7 x 365 service.

Gold Monitoring Service

- A comprehensive and pro-active support service.

Platinum

- The most advanced level of support, with dedicated account managers.

Each level of support builds on the offerings of the prior level, allowing you to choose the support service best suited for your budget and enterprise complexity.

Details for each support level follow.



Bronze Support

Bronze Support is suited for enterprises with basic support needs. Enterprises with Bronze Support have access to:

- Live engineering support by phone and email, Monday – Friday, 8:30 a.m. to 8:00 p.m. based on local time zones.
- Online knowledge base.
- New software releases that contain functional and performance enhancements that Catalogic may release periodically.
- For U.S. based customers, the following US holidays are excluded from Bronze coverage: New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (Thursday & Friday), Christmas Eve, Christmas Day, New Year's Eve. Holidays may differ in Europe.

Bronze Support is available only for Catalogic DPX.

Silver Support

Silver Support is suited for enterprises with more comprehensive support needs. Silver Support includes all the services of Bronze Support, plus 24 x 7 x 365 access to a support engineer via phone and email.

Gold Support Monitoring Service

The Gold Support Monitoring Service is a unique offering that provides pro-active monitoring of your Catalogic enterprise. Catalogic support engineers monitor log files daily to identify potential issues as well as:

- Optimize your environment, helping to identify and fix performance bottlenecks.

- Making recommendations about retention periods to ensure smooth restores according to your company's SLAs
- Reviewing the overall enterprise health in order to prevent large scale problems

The Gold Support Monitoring Service is available only for Catalogic DPX.

Platinum Support

Platinum Support is suited for enterprises with the most critical business support needs. Platinum Support includes all services of Gold Support, plus:

- A designated Technical Account Manager (TAM) within our elite Platinum support group. Your TAM tracks the status of service requests and coordinates between engineers and your IT staff. This provides:
 - » One-stop account status
 - » A single, designated customer advocate
 - » Action register of open issues for proactive management and communication
 - » Priority and resource oversight
 - » Management of technical support interactions in relation to your specific environment
- Manager-to-manager communication, including annual management review of support performance at your location.
- An annual on-site visit from Catalogic support staff.

Platinum Support is available only for customers with software licenses above \$150,000.