



# Support Level Agreement

## Support Overview

Naviant’s Customer Success Team (CST) provides our customers with a structured Support Level Agreement (SLA) to meet our customers’ system and business needs.

During normal business hours, Naviant’s response time protocol is not to exceed three business hours for either a callback phone support, remote access or onsite support to resolve the issue; however, Naviant’s standard response time objective is to respond to customer support inquiries within one hour.

## Support Hours

### Standard Business Hours

Monday - Friday

7:00 AM – 7:00 PM CT

### Weekly Evening Hours

Monday Evening - Friday Morning

7:00 PM - 7:00 AM CT

### Weekend Hours

Friday Evening - Monday Morning

7:00 PM - 7:00 AM CT

## Naviant SLA Overview

|   |   |
|---|---|
| <b>Phone, Live Chat &amp; Email Support</b> | Unlimited Support During Standard Business Hours  |
| <b>Bank of Hours</b>                        | Receive 12 Hours of Professional Services for Billable Projects or Upgrades   |
| <b>24/7 Emergency Phone Support</b>         | Access to Team of Support Experts During Non-Standard Business Hours (\$205/hr)   |
| <b>Discounted Professional Services</b>     | Reduced Support Professional Services Rates for Time & Materials (\$175/hr during regular business hours & \$205/hr during evenings and weekends) |

## Included Services

|  |   |
|--|---|
| <b>Issue Review Check-Ins</b>                | Regular check-ins to review issues, projects and to discuss any topics regarding your solution  |
| <b>Wellness Checks</b>                       | Proactive wellness checks performed on your solution  |
| <b>Naviant Live Chat Support</b>             | Unlimited chat support during normal business hours   |
| <b>Access to Webinars</b>                    | Access to our monthly educational webinars to increase your solution knowledge  |
| <b>Comprehensive Audit</b>                   | A detailed audit of the current technical state of your system regarding efficiency/areas of improvement, and provides recommendations to ensure the future health of your system (40-60 hours total) |
| <b>Remote License Certificate Activation</b> | Installation and activation of licenses   |
| <b>OnBase SQL Settings Verifications</b>     | Regular review of your database settings to ensure optimal performance  |
| <b>Custom Report &amp; Dashboard Bundle</b>  | 75+ custom dashboards and reports to monitor your solution and assist with its use  |
| <b>Hyland Recertification</b>                | Complimentary System Admin & Workflow Recertifications at Naviant’s annual Summit   |