

Tiered Support Level Agreements

Support Overview

Naviant’s Customer Care Group (CCG) provides our customers with a structured, multi-tiered support approach via Support Level Agreements (SLAs) 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 are 7:00 AM – 6:00 PM CT Monday through Friday; Weekly Evening Hours are 6:00 PM - 7:00 AM CT Monday evening through Friday morning; and Weekend Hours are 6:00 PM - 7:00 AM CT Friday evening through Monday morning.

	Tier One	Tier Two	Tier Three
Phone Support	Standard Business Hours	24 / 5 Support	24 / 7 Support
Bank of Hours	8 Hours Annually	16 Hours Annually	24 Hours Annually
Time & Materials Rates	Standard Hours Beyond Bank (\$165/Hr)	Standard Hours Beyond Bank (\$165/Hr)	Standard Hours Beyond Bank (\$165/Hr)
	Weekly Evenings (\$245/Hr)	Weekly Evenings (\$165/Hr)	Weekly Evenings (\$165/Hr)
	Weekend (\$245/Hr)	Weekend (\$205/Hr)	Weekend (\$165/Hr)

Included Services

Naviant Live Chat Support	•	•	•
Access to Webinars	•	•	•
Basic Audits	•	•	•
Comprehensive Audit	50% Discount	•	•
Remote License Certificate Activation	•	•	•
Cloud Configurations Storage	•	•	•
OnBase SQL Settings Verifications	•	•	•
Naviant Custom Report Bundle	•	•	•
Naviant Reporting Dashboard Bundle	•	•	•
Status Check-ins	•	•	•