



How We Will Help You

- + You'll have a team of experts at your disposal to help keep your system functioning as expected.
- + Contact us whether you have significant issues, need some simple advice, or just have questions.
- + Expert process consultants who can help roadmap your automation journey.
- + Meet your organization where it is at in needs of support and services.
- + Expert team to adopt ongoing improvements.

Support, Enhance, and Expand Your Solutions

Naviant provides a structured, multi-tiered approach to meet each customer's support needs. We offer options that range from unlimited support to managed services options that allow customers to offload day-to-day monitoring and maintenance of their software solutions. Our customers get the most value from our Managed Services and Premium Support Level Agreements.

Features	SLA	Premium SLA	Managed Services
Unlimited Support Assistance	+	+	+
Access to Naviant Blog	+	+	+
Access to Naviant Webinars	+	+	+
Annual Technical Audit (OnBase Customers)	+	+	+
Naviant Dashboard Bundle (OnBase Customer)	+	+	+
Upgrade Services (up to 35 hours)	+	+	+
Discounted Support Services	+	+	+
24/7 Emergency Phone Support	+	+	+
Wellness Check-ins	+	+	+
Minor System Enhancements and Unlimited Break/Fix Support		+	+
Admin Training		+	+
System Upgrades (above 35 hours, as needed)		+	+
Hands-on Support Available via Pooled System Admin Services		+	
Proactive System Monitoring and Remediation			+
Named Resources Assigned as Your Dedicated Support Team			+
Automation Optimization Assessment (Level 2 and 3)			+
Enhancement and Expansion of Solution (Level 3)			+

Support: 800.686.8789 | Weekdays 7:00 AM - 7:00 PM CT, After Hours: Weekends, Holidays, or after 7:00 PM CT on Weekdays