

INTRODUCING ENTERPRISE SUPPORT

The Enterprise Support Tier is a robust offering for customers who have mission critical deployments of Jaspersoft. Upgrading to Enterprise Support provides customers peace of mind, ensuring all issues are resolved quickly and efficiently.



*Customer Success Upshift plan required for Enterprise Level Support

Response Times

1Hr | 24x7

for all severity levels and cases

Follow-ups every:

- o 4 hours for Sev 1 & 2
- o 2 business days for Sev 3
- o 5 business days for Sev 4

Maximize system uptime

Mitigate business and operational risk

Faster resolution outcomes

Increase productivity of highly-valued FTEs

Faster time-to-market

Prevent delays in projects with the highest level of coverage

KEY FEATURES AND BENEFITS



Unlimited
Cases



24x7
Support



Weekly
Case Reviews



Unlimited
Contacts



Product Advisory
Membership



PRIORITY SUPPORT

Jaspersoft's Enterprise Support customers will receive the following:

- ✓ Priority routing to team of senior support engineers for **all** cases
- ✓ Priority queuing case management
- ✓ Priority new feature request management
- ✓ Priority hotfix consideration (current releases)

If you are interested in Enterprise Support, please contact us at Support@jaspersoft.com