



## Advantage + Elite Support

To ensure rapid case resolution and maximize the uptime for your mission-critical business applications, you need an expert support team who understands your business priorities, processes, and technology environment. Whether you choose Adlib Advantage or Elite, you will gain the support you need to hit a homerun on your most crucial priorities.

### Which level of support is right for you?



#### Adlib Advantage

Adlib Advantage customers get support with basic installation as well as an annual health check to ensure your environment is performing as expected. This level of support is available to subscription customers and provides more proactive support and technical guidance than standard support.

#### Adlib Elite

Adlib Elite is our highest level of support. This option is ideal for enterprises that need top-tier expertise and responsiveness for their Adlib solution. Why become an Adlib Elite? Because you'll receive a Named Technical Account Manager (TAM) who will get to know the ins-and-outs of your organization to ensure your Adlib solution is meeting each of your specific needs. In addition to your Named TAM, you also receive a mirrored environment, sandbox access to the latest software, critical incident management, and more.

#### ADLIB ADVANTAGE

- Incident Prioritization
- Installation Support
- Scheduled On-Call Support
- Annual Health Check

#### ADLIB ELITE

- Named Technical Account Manager (TAM)
- Regular Status Meetings
- Critical Incident Management
- Mirrored Customer Environment
- Sandbox Access to Latest Software
- Annual On-Site Visit (NA only)
- Health Checks

	Standard	Advantage	Elite
Phone and Email Support	●	●	●
Support Portal Access <sup>1</sup>	●	●	●
Knowledge Base Access <sup>1</sup>	●	●	●
Proactive Technical Advice & Guidance		●	●
Incident Prioritization <sup>2</sup>		●	●
Scheduled On-Call Support <sup>3</sup>		●	●
Installation Support <sup>4</sup>		●	●
Regular Health Checks <sup>5</sup>		●	●
Regular Monthly Meetings			●
Named Technical Account Manager <sup>6</sup>			●
Mirrored Customer Environment <sup>7</sup>			●
Critical Incident Management <sup>8</sup>			●
Sandbox Access to Latest Software			●
One On-Site Visit Per Year (NA Only)			●

- Support Portal:** Portal accounts are limited to one named contact for Standard support. Adlib Advantage is limited to five named contacts. Adlib Elite is limited to ten named contacts. The Knowledge Base is a resource on the Support Portal.
- Incident Prioritization:** Priority is given to our Advantage and Elite customers for both response and resolution times.
- Scheduled On-Call Support:** For any work outside of the core working hours as defined in the Adlib Support Policy. This could be used for support during routine scheduled maintenance or deployments. A reasonable lead time would be required to ensure availability of resources.
- Installation Support:** Limited to Adlib 6.5 only. Limited in scope and complexity as determined by Adlib. It is capped to 8 hours per calendar year and any work required beyond that would require Adlib Professional Services. Installation Support for complex enterprise environments and any customizations would be done by the Adlib Professional Services team. Installation Support is limited to core Adlib products only. For Adlib Elite it is limited to providing guidance only.
- Regular Health Checks:** Adlib Advantage is limited to one health check per calendar year at a mutually agreed date and time. Adlib Elite is limited to two health checks per calendar year at a mutually agreed date and time.
- Named Technical Account Manager:** A named Technical Account Manager will be assigned to your account.
- Mirrored Customer Environment:** Adlib will maintain a replica of the customer's environment. This replica will not be an exact match but as close to a match as possible which will assist with Adlib replicating various issues to reduce resolution times.
- Critical Incident Management:** For P1 and P2 incidents as defined by the Adlib Support Policy, the Named Technical Account Manager will ensure that all the right Adlib resources are engaged to help bring the production down issue to resolution as quickly as possible.



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