Příloha č. 1 - Servisní plán Dalet Software Support Subscription STARTER

360 Customer Success

Complete Customer Support Program

Support Services · Software Support · Hardware Support · Operating Modes · TAM

SUPPORT SERVICES	STARTER	PLUS	ULTIMATE	ADD-ONS
Dalet Support Hub – Ticketing & Knowledge base	⊘	⊘	⊘	
Dalet Support Hub Seats	2	5	Unlimited	
Call Centre 24 hours/7 days – Fault Logging Only	⊘	⊘	⊘	
Touchpoints (x/year – scales with subscription)	⊘	⊘	⊘	
Assigned preferred support point of contact			⊘	
Technical Account Manager (TAM)				% of subscription
SLA & Tickets reviews				Included with TAM
Onsite Support – Field Services				⊘
Care Package (Professional services days for technical guidance, workflow reviews, change requests, training, upgrade services...)				x days/year
Specific Terms & Conditions (min fee) – ex. Resolution Time / Services Credits				⊘

Support Services · **Software Support** · Hardware Support · Operating Modes · TAM

SOFTWARE SUPPORT - SUBSCRIPTION	STARTER	PLUS	ULTIMATE	ADD-ONS
Software updates (frequency at Dalet discretion)	⊘	⊘	⊘	
Software release (new version excl new billable features – frequency at Dalet discretion)	⊘	⊘	⊘	
Priority technical Ticket/Email/Phone Support	⊘	⊘	⊘	
Remote Assistance	⊘	⊘	⊘	
Initial Response Time for Sev 1	8h – Business Days	1h – 24×7	15mns – 24×7	
24×7 Emergency technical phone/remote support		⊘	⊘	