

# Smarsh Enterprise Support

DATA SHEET

Business Critical Support (BCS) packages designed to suit your organization's unique needs

## The Challenge

As a large enterprise, you rely on your technology solutions to be available 24/7. In particular, you need your compliance and e-discovery solutions to seamlessly capture, retain and supervise the exponentially growing number of business communications at your organization.

If issues arise, you need the least amount of downtime possible and experts on hand to effortlessly guide you back to success. Beyond basic support, you require dedicated personnel who intimately know your account and can expediate resolutions.

## The Solution

Smarsh Business Critical Support (BCS) packages are available for enterprise customers who need enhanced levels of support. With BCS, your team is assigned resources who are familiar with your environment and account. Additionally, your team receives expedited responses, frequent, transparent communications and access to additional resources, such as Smarsh University training.

The Smarsh BCS team enables you to take a proactive approach to support. With features such as weekly status calls and quarterly service reviews, you can ensure your team is always set up for success.

## Key Differentiators

Smarsh has two BCS packages that include premium features beyond our Basic Support offering.

### Enterprise BCS

- Available for Capture, Archive and Supervision customers
- Enhanced response times
- Assigned experts
- Training resources
- Regular status calls and service reviews

### Enterprise BCS Elite

- Available for customers with custom support requirements, such as support in multiple geographies, single-tenant instances and a broad mix of products and users
- In-depth account reporting and metrics
- Named executive sponsor
- Everything included in the Enterprise BCS package

# Smarsh Enterprise Support

## Business Critical Support (BCS)

| Features                                     | Basic | BCS | BCS Elite |
|--|-------|-----|-----------|
| Smarsh Central Self-Service and Community    | ✓     | ✓   | ✓         |
| Product Updates, Fixes, Enhancements         | ✓     | ✓   | ✓         |
| Status Page Updates and Subscriptions        | ✓     | ✓   | ✓         |
| Access to Webinars                           | ✓     | ✓   | ✓         |
| Additional Named Contacts (Phone/Web)        |       | ✓   | ✓         |
| 24 / 7 Response to Severity Level 1 issues   | ✓     | ✓   | ✓         |
| 24 / 7 / 365 Coverage                        | ✓     | ✓   | ✓         |
| Standard Response Times                      | ✓     |     |           |
| Enhanced Response Times                      |       | ✓   | ✓         |
| Named Technical Support Engineer(s)          |       | ✓   | ✓         |
| Assigned Technical Account Manager(s)        |       |     | ✓         |
| Account Status Page Notifications            |       |     | ✓         |
| Priority Handling for Feature Requests       |       | ✓   | ✓         |
| Weekly Status Calls                          |       | ✓   | ✓         |
| Annual Account and Service Reviews           |       | ✓   | ✓         |
| Quarterly Account and Service Reviews        |       |     | ✓         |
| Account Reporting and Metrics                |       |     | ✓         |
| Training Subscription Seats                  |       | ✓   | ✓         |
| Annual Invitation to Customer Advisory Board |       |     | ✓         |
| SmarshConnect Event Attendance               |       |     | ✓         |
| Named Executive Sponsor                      |       |     | ✓         |

For additional details on BCS options, including a Service Description document, contact your Customer Success Manager at [customersuccess@smarsh.com](mailto:customersuccess@smarsh.com) or by calling us at the numbers listed below.