

Smarsh Professional Archive Support

DATA SHEET

Pro Plus and Pro Elite Support packages offer enhanced service

The Challenge

As a Professional Archive customer, you rely on Smarsh to capture, archive and supervise your communications data. Additionally, with the exponentially growing number of business communications at your organization, you depend on your compliance and e-discovery solutions more than ever before.

If issues arise with your Professional Archive solution, 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 know your account and can expediate resolutions.

The Solution

Smarsh Pro Plus and Pro Elite Support packages are available for Professional Archive customers who need enhanced levels of support. With these support packages, 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.

Enable your team to take a proactive approach to support with the Pro Plus and Pro Elite Support packages. With features such as regular status calls and quarterly service reviews, you can ensure your team is always set up for success.

Key Differentiators

Smarsh offers two premium support packages that include features beyond our Basic Support offering.

Pro Plus

- Available for customers who need high-touch support, including broker-dealers with multiple branches
- Enhanced response times
- Assigned experts
- Training resources
- Regular status calls and service reviews

Pro Elite

- Available for customers with custom support requirements, such as complex supervision or e-discovery workflows and a broad mix of products and services
- In-depth account reporting and metrics
- Named executive sponsor
- Everything included in the Pro Plus package

Smarsh Professional Archive Support

Pro Plus and Pro Elite

Features	Basic	Pro Plus	Pro 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	✓	✓	✓
Standard Response Times	✓		
Enhanced Response Times	✓	✓	✓
Named Technical Support Engineer(s)		✓	✓
Assigned Technical Account Manager(s)			✓
Priority Handling for Feature Requests			✓
Weekly Status Calls		✓	✓
Annual Account and Service Reviews		✓	✓
Quarterly Account and Service Reviews			✓
Account Reporting and Metrics			✓
SmarshU Training Subscription Seats		✓	✓
Annual Invitation to Customer Advisory Board			✓
SmarshConnect Event Attendance			✓
Named Executive Sponsor			✓

For additional details on Professional Archive Support options, including a Service Description document, contact your Customer Success Manager at customersuccess@smarsh.com or by calling us at the numbers listed below.