Precisely Customer Support Plans

Tailored support for faster resolutions and smarter outcomes

Your data and software are critical to business success, and when issues arise, the right support makes all the difference. Precisely Customer Support Plans deliver the speed, expertise, and personalization today's organizations demand. From instant answers in our knowledge base to Severity 1 & 2 coverage and a Dedicated Technical Support Engineer, our plans help you resolve issues quickly and keep your operations running smoothly.

Support Plan Descriptions

Standard Support

Designed for small to mid-sized businesses that do not use Precisely software products for mission-critical environments and do not require 24/7 support coverage for Severity 1 issues.

Advanced Support

Designed for customers that require 24/7 support, have a limited number of production business-critical applications , and may have software deployed in multiple geographies.

HIGHLIGHTS: 24/7 Follow-the-Sun support, Escalation Management, priority case routing to Senior Support team members.

Enterprise Support

Designed for customers with mission-critical production environments that rely strategically on Precisely software products to run their business operations.

HIGHLIGHTS: 24/7 Follow-the-Sun support for Severity 1 & 2 issues, fastest response targets, Dedicated Technical Support Engineer & Manager, and quarterly business trend reviews.

Enterprise Support Maintenance

We understand that some customers may need additional time when planning to move to a supported version. This offering provides customers with up to four additional years of support with Precisely software products that have reached end of marketing, end of support, or end of life.

The Value We Deliver

As data environments grow more complex, organizations need fast, expert guidance to keep operations running smoothly. Every minute counts when data fuels critical business decisions.

Precisely Support Plans deliver the responsiveness, insight, and continuity your teams need to stay ahead and stay productive. Here's what customers experience with our support plans:

- Faster Resolutions with 24/7 support and Priority Case Handling
- Trusted guidance from Designated Technical Support Experts
- Reduced risk during go-lives with critical event coverage
- Continued stability with extended support for end-of-life software

AVERAGE SUPPORT NPS: 82

AVERAGE SUPPORT CSAT: 95.7%

Recent Customer Feedback!

"I opened several tickets with different vendors... your team responded, answered my questions, and closed the ticket before anyone else even responded. Always a great experience with your support team. :)"

— Support User at a National Defense Department

"Thanks again [Precisely Support Team] for listening and putting "good work ethic" into action. Your commitment to excellence and extra effort makes a difference."

— Senior Engineer, Data Modernization & IT Services Organization

To determine which level is most suitable for supporting the effective use, adoption, and maintenance of your software, please don't hesitate to contact your Account Executive or Customer Renewals Team for more information at **precisely.com/contact**

Compare Support Plans

Service	Standard Support (Formerly Standard Level 1)	Advanced Support (Formerly Mission Critical Level 2)	Enterprise Support
Support Coverage Hours	Local Business Hours*	24/7 (Severity 1)	24/7 (Severity 1 & Severity 2)
Initial Response Targets	Severity 1 – Within 30 minutes Severity 2 – Within 4 business hours Severity 3 – Within 1 business day Severity 4 – Within 2 business days	Severity 1 – Within 30 minutes Severity 2 – Within 4 business hours Severity 3 – Within 1 business day Severity 4 – Within 2 business days	Severity 1 – Within 15 mnutes Severity 2 – Within 1 hour Severity 3 – Within 2 business hours Severity 4 – Within 1 business day
Access phone and online case management **support.precisely.com**	✓	✓	✓
24/7 access to the Precisely online knowledge base: **support.precisely.com**	✓	✓	✓
Enable use of remote access tools (at the discretion of the Precisely Support team)	✓	✓	✓
Receive free version upgrades and patches	✓	✓	✓
24/7 Follow-the-Sun (FTS) Support** • Receive 24/7 critical production emergency support • Excluding shrink-wrap products • Available only in the English language		Severity 1	Severity 1 Severity 2
Priority Emergency Bug Fix (EBF)			✓
Critical Event Support Coverage • Scheduled go-live support/product upgrades • Minimum 4-hour increments		1 × 24-hour block/year	2 × 24-hour blocks/year & Emergency Response Team
Priority case routing to Senior Support Engineers		✓	✓
Designated Technical Senior or Principal Support Engineer (DTSE)			✓
Designated Technical Support Manager (DTSM)			✓
Escalation Management		✓	✓
Quarterly Business Reviews & Case Trend Analysis Reporting			✓

* Support coverage hours by country/region:
Americas region: 8am—8pm (EST); UK: 9am—5:30pm; All other European countries: 9am—5pm; APAC region: 8am—6pm (AEDT)

** 24/7 Follow-the-Sun Support – Precisely will allocate 24/7 support team members to resolve Severity 1 and Severity 2 issues, depending on your plan and provided you have a technical resource available.

precisely.com | 877 700 0970