

commerce^{cme}events

CME SupportEvents Program



OVERVIEW

While quality customer support is always a requirement, enterprises have widely varying needs for support coverage and response times. These needs can vary not only across enterprises but also over time as the application moves from pilot to mission-critical implementation. So, each organization needs the flexibility to select the support option that is right for it, right now.

INTRODUCING THE CME SUPPORTEVENTS PROGRAM

The CME SupportEvents Program allows enterprises to match the support plan to their needs. ServiceEvents includes three levels of support, from premium (Gold) to value-based (Bronze) plans. All plans include live hotline support with time-based escalations to ensure high-quality, timely service. In addition to handling support needs, software version and release upgrades are provided without additional charge to enterprises with a current support contract.



CME'S POWERFUL SUPPORT PROGRAMS AND KNOWLEDGEABLE STAFF HELP YOU FIX PROBLEMS QUICKLY.

BENEFITS

SupportEvents delivers the following benefits.

Matches business need to the support plan: SupportEvents allows an enterprise to select the level of support that works best for its needs at any given point in time.

Minimizes customer overhead: All SupportEvents plans utilize automatic time-based escalations for priority issues to ensure that problems are crisply resolved without requiring customers to track status and request escalations.

Keeps the enterprise up-to-date with minimal effort: As SupportEvents levels include software version and release upgrades, the enterprise can stay current with software releases, thereby minimizing the chance of encountering bugs and eliminating the need to budget for new releases.

HIGHLIGHTS

SupportEvents plans include the following services:

- Hotline support for logging incidents and for verifying bugs.
- 2nd Level support for more extensive diagnostics and configuration issues.
- Coverage hours and days of coverage.
- 3rd Level support for bug fixes.
- Management escalation for high priority issues.

The chief differences among the options are:

- Coverage hours and days of coverage.
- The amount of time that can elapse prior to escalation to the next level (such as from a hotline call to 2nd Level support).
- Types of support provided.

Powering Adaptive Supply Chains

The following plans are now available. Contact a CME Sales Representative to discuss the best fit for your organization's needs.

SupportEventsGold: SupportEvents Gold is the highest level of service and is tailored to the mission-critical needs of enterprises. Major features are:

- Hotline coverage is 24 hours per day by 7 days per week.
- All high priority issues are automatically escalated to management within 5 days of receipt.
- Customers can define the priority of the service request.
- Hotline service includes usability issues.
- Online software download and support documents, including Frequently Asked Questions (FAQs).

SupportEvents Silver: SupportEvents Silver, the middle offering, is tailored to enterprises that demand high responsiveness but do not have extremely time-critical operations. Major features are:

- Hotline coverage is 7 AM to 4 PM Pacific time, Monday through Friday.
- All high priority issues (as defined by CME) are automatically escalated to management within 10 days of receipt.
- Hotline service includes usability issues.
- Online software download and support documents, including Frequently Asked Questions (FAQs).

SupportEvents Bronze: SupportEvents Bronze, the entry-level offering, is tailored to enterprises that require cost-effective support for pilot projects or applications that are being launched. Major features are:

- Hotline coverage is 7 AM to 4 PM Pacific time, Monday through Friday.
- All high priority issues (as defined by CME) are automatically escalated to management within 15 days of receipt.
- Online software download and support documents, including Frequently Asked Questions (FAQs).

Special Programs

For special requirements, contact a CME Sales Representative to design a support plan that's right for your organization.

ABOUT COMMERCE EVENTS

Commerce Events, Inc. (CME) is the leader in powering adaptive supply chains. Headquartered in the Silicon Valley area of California, CME has operations throughout the US and the globe. More information can be found at <http://www.CommerceEvents.com>.