



# Premium Support Program

The Securden premium support program is designed to provide on-demand personalized technical assistance whenever you need it, whether day or night, on weekdays or weekends! This program guarantees faster response times from dedicated product experts, available 24/7.



## Key Benefits



### 24/7 Coverage

Contact our support team anytime, any day. Whether you have technical questions or need guidance, we're available to assist you 24/7.



### Accelerated Turnaround Times

Receive quicker responses and faster resolutions. We're here to make sure your needs are taken care of promptly.



### Dedicated Technical Consultant

Get a dedicated product expert who understands your requirements/issues and provides personalized support.



### Priority Consideration for Feature Requests

Get priority consideration for feature requests, influencing our development priorities.

	⌚ Standard Support	⚡ Premium Support
Support Coverage	24/5	24/7 (Includes weekends, national holidays)
 Ticket Response Time <div style="display: flex; flex-direction: column; align-items: flex-end; margin-left: 10px;"> <div style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 3px;">L1</div> <div style="background-color: #ffc107; color: white; padding: 2px 5px; border-radius: 3px;">L2</div> <div style="background-color: #dc3545; color: white; padding: 2px 5px; border-radius: 3px;">L3</div> </div>	Within a day	Within 4 hours
	Within 6 hours	Within 2 hours
	Within 2 hours	Within 1 hours
Dedicated Technical Consultant	No	Yes
Web Meeting Sessions for Troubleshooting/ Assistance	Based on earliest available support slots	Within 2 hours
Feature Requests/ Enhancements	Yes (Added to requirements lists and taken up based on business priorities and demand for that request from multiple customers)	Yes (Out of turn consideration for implementation provided the feature request/enhancement would be useful for our customers in general and it is not specific to the customer requesting it and the feasibility of implementation)
Support Channels	Email, Telephone, and Web Meetings	Email, Telephone, and Web Meetings with accelerated response times

Once the support ticket is logged, Securden will aim to provide a permanent solution, an interim fix, or a workaround. If the issue is caused by equipment or software not supplied by Securden, or by actions of individuals who are not Securden employees or contractors, Securden may not be able to offer a resolution.

## Ticket Severity Definitions

The following table describes the definitions of the different severity levels of the tickets.

- L1**
  - General questions, Report or Documentation Enhancements, Enhancement Requests.
  - Primary business service or application is not affected or mildly affected, but the business service, application, or system is still functioning. The issue may be temporarily managed using an existing workaround.
- L2**
  - Primary business service or application is moderately affected.
  - The software is functioning with limited or restricted capabilities.
- L3**
  - The issue critically affects the primary business service or application, and customers cannot reasonably continue working with the software.

In the case of L3 issues, customer resources must be made available in such situations and reasonably cooperate with us to help resolve the issue.