



Integration Solutions made Easy

# InterWeave Smart Solutions

## SMARTSUPPORT PROGRAMS

Whether you're new to **InterWeave Smart Solutions** or a long-time customer, you'll want to drive the most value from your **InterWeave Solutions**. The right combination of success resources, support and training will deliver a high ROI, strong user adoption and consistent alignment with your business objectives. To optimize your success with **InterWeave** now and in the future, take advantage of our **SMART+** Service offerings: **SMART+** Support and **SMART+** Support + Success Plan.

### Introducing InterWeave SmartSupport Programs

#### **SMART+** Support

**SMART+** Support Plan connects you with resources to achieve and expand your success with **InterWeave**. Our Help site and **SMART+** Resources provide best practices, templates, videos and more. We benchmark your user adoption and make proactive recommendations for improvement. Our release planning programs help you adopt new features and get the most out of your **InterWeave Solution**.

When you need help, **SMART+** Support Plan gives you fast access to our most skilled technical resources. Get 24/7 support with rapid response times to help resolve your issues quickly. Whether you have how-to questions, technical issues, or need developer support when customizing your Solution, we provide fast, expert answers.

**SMART+** Support Plan makes it easy to train everyone on **InterWeave**. We offer self-paced online courses, so your entire team—administrators, developers, end users—can quickly acquire the expertise they need, when they need it. Our course catalogs includes complete online versions of our most popular classroom courses, such as **InterWeave Administration Essentials**.

#### **SMART+** Support Plan includes:

- **Success services:** best practices and release planning programs to accelerate usage and adoption. Plus an assigned resource (200+ CRM users) who delivers personalized reviews and recommendations to drive business value.
- **Continuous support coverage:** 24/7 toll-free phone and online case creation with priority access to our support team and fast 1-hour initial response for critical issues.
- **Solution support:** error-related troubleshooting and Solution configuration reviews to help you.
- **Comprehensive training:** unlimited access to our online training courses for all roles.
- **Customizable training templates:** downloadable course content, including storyboards and scripts, for you to customize and deliver in your preferred format.

**SMART+** Support Plan easily pays for itself through higher user adoption and increased business productivity

#### **SMART+** Support + Success Plan

- Although **InterWeave Solutions** are easy to use and configure, having **InterWeave** experts help maintain your solution can take your success to new heights. Our **SMART+** Support + Success Plan includes all the benefits of **SMART+** Support Success Plan plus:
  - Solutions & Administration services: 100+ solution and administration services for ongoing application maintenance (see Appendix for complete list).
  - Access to our Solutions team: your internal **InterWeave** administrator will work with our team of certified experts to update your **InterWeave** configuration.

#### **SMART** Support Standard Plan

All **InterWeave Solutions** include a standard level of customer support and access to online resources. The **Standard** Support Plan offers support during business hours, with an initial response time of 2 business-days. You also get anytime access to our Standard online resources, including Help & Training, where you can find Getting Started training courses, submit support cases, and browse documentation and the knowledge base.



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Compare Success Plan Offerings

Features	Success Plans		
	STANDARD	SMART+ Support	SMART+ Support + Success Plan
Support initial response time by case Severity Level 1	2 business days	Severity 1: 1 hour <sup>3</sup> Severity 2: 8 hours <sup>3</sup> Severity 3: 24 hours <sup>4</sup> Severity 4: 24 hours <sup>4</sup>	Severity 1: 1 hour <sup>3</sup> Severity 2: 2 hours <sup>3</sup> Severity 3: 4 hours <sup>4</sup> Severity 4: 8 hours <sup>4</sup>
Online access to Standard success resources: Help, knowledge base, "Getting Started" training	◆	◆	◆
Access to SMART+ success resources: SMART+ Toolkit, user adoption and release programs		◆	◆
24/7 chat/phone support		◆	◆
SMART+ solution support		◆	◆
SMART+ online training catalog		◆	◆
Customizable training templates		◆	◆
Assigned success resource <sup>5</sup>			◆
Solution administration services <sup>6</sup> to maintain your InterWeave Solution			◆
Pricing	(Included)	(10 hours @ \$250/hr/ month) (billed annually)	(30 hours @ \$250/hr/ month) (billed annually)

#### <sup>1</sup>Severity level definitions:

Severity 1: Critical – Production issue affecting all users • System unavailability • Data integrity issues

Severity 2: Urgent – Persistent issue affecting many users • Major functionality is impacted • Significant performance degradation

Severity 3: High – System performance issue or bug affecting some but not all users

Severity 4: Medium – Inquiries about routine technical issues • Information requests on application capabilities, navigation, installation or configuration

<sup>2</sup>Excluding holidays.

<sup>3</sup>24/7 Severity 1 and 2 coverage includes weekends and holidays.

<sup>4</sup>Severity 3 and 4 target response times include local business hours only and exclude weekends and holidays.

<sup>5</sup>Assignment of a SMART+ success resource will be made with 200 or more CRM user subscriptions, or a total SMART+ annual fee of \$25,000 or more.

<sup>6</sup>See the Appendix for a complete list.

The SMART+ Support Plan is included with the iOffice Ultimate edition, and can be purchased for iOffice Enterprise. For CRM to QuickBooks Solutions, SMART+ Success Plans can be purchased with the Small Business or Enterprise Editions. Please contact your InterWeave Smart Solutions Account Executive at (800) 671-8692 x101 or email sales@interweave.biz, to determine the best Support Plan for you.