

HELP ACHIEVE YOUR GOALS FOR MODERN IT OPERATIONS

Automox Support Plans



At Automox, we passionately believe in our philosophy of “customer first,” and this can be found in all areas of the company. Your success is our highest priority, and to ensure you get the most out of your Automox experience, we offer a choice of support plans that you can leverage according to your business needs. Our technical support teams are experts in Automox and supporting technologies.

Our Standard Support Plan includes support during regular business hours*, all product updates, and 24x7 access to our Automox Alive Community.

Our Premium Support Plan adds 24x7 support, enhanced response times for all support issues, a monthly support ticket review led by your Customer Success Manager, a named Support Escalation Manager, and twice a year reports detailing your environment’s health to keep you operating efficiently and optimally.

Automox also hosts the Automox Alive Community, which enables you to engage with Automox® resources and share information with your industry peers. The Community is also the repository for our verified Automox Workets™ that you can download and leverage in your environment.

PRODUCT DEVELOPMENT

Automox continuously improves our solution by adding new capabilities and improving functionality. As a valued customer, you receive all product updates and releases. In addition, all customers are invited to participate in the validation of new modules.

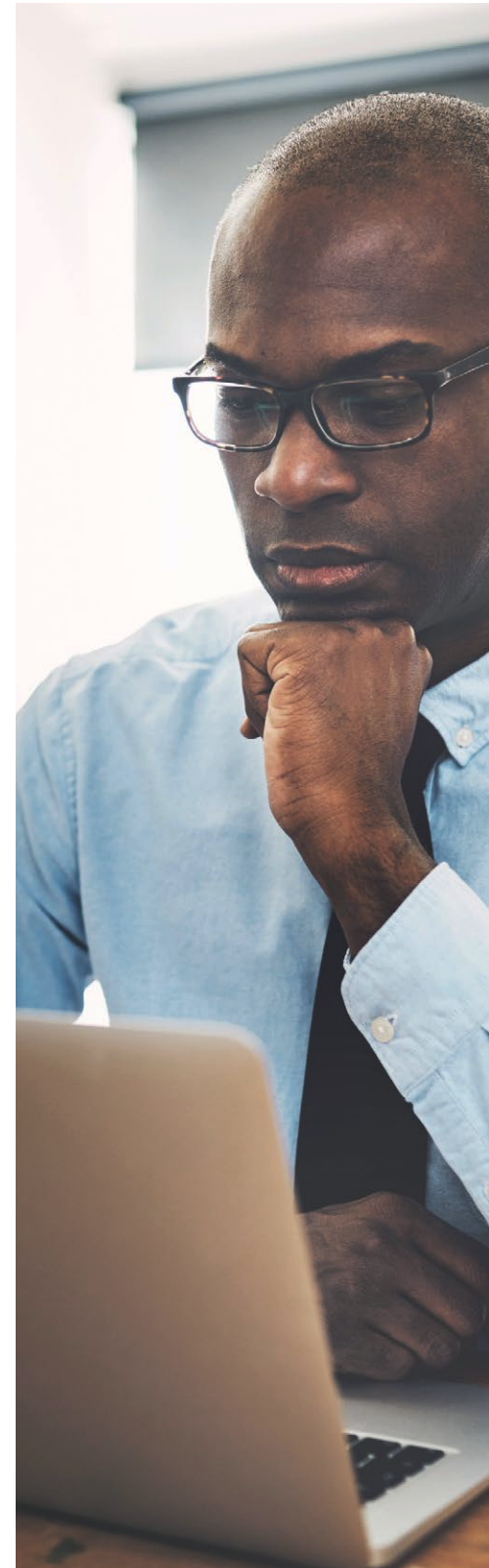
CUSTOMER ENGAGEMENT	Standard	Premium
Monthly "Patch Tuesday" review webinars	✓	✓
24x7 access to Automox Alive Community	✓	✓
Named escalation point of contact		✓
Monthly support review		✓

SUPPORT OF CUSTOMER'S INSTANCE*	Standard	Premium
24x7 access to open support tickets	✓	✓
24x7 access to Automox Knowledge Base	✓	✓
Support via chat during business hours	✓	✓
Software updates and fixes	✓	✓
Priority 1 target response times	2 hours	<1 hour
Priority 2 target response times	4 hours	2 hours
Priority 3 target response times	8 hours	4 hours
Priority 4 target response times	1 day	8 hours
24x7 Support for Priority 1 and 2 tickets		✓
Support queue prioritization for Priority 2 and 3 issues		✓

*Normal business hours defined as Monday through Friday 6:00 a.m. to 6:00 p.m. MT. Exclusions are Automox- recognized holidays.

PRODUCT DEVELOPMENT	Standard	Premium
Access to Automox updates and product releases	✓	✓
Online access to developer portal	✓	✓
New module customer validation	✓	✓

CUSTOMER EXPERIENCE	Standard	Premium
Biannual health checks		✓





DEFINITIONS



Priority 1 (P1) – Critical

The Automox system is not available, or your organization's productivity has been halted. The product is unusable in its current state or severely degraded to affect your business operations. At this Priority, Automox involves all necessary and appropriate personnel and systems until normal business operations are restored. Identification and updates are provided hourly to the customer. Customer Experience and Engineering leadership are informed and involved in critical decisions.



Priority 2 (P2) – Severe

The Automox systems are available, but you are experiencing issues that have a direct impact on productivity such that business operations can continue but at an inconsistent or less than optimal rate. P2 issues will be evaluated for immediate work based on the business impact. Customer Experience and Engineering leadership are informed and involved in critical decisions.



Priority 3 (P3) – Noncritical

The Automox systems are available, but an issue has been identified that does not have a large impact on productivity due to a reasonable workaround. The Support Engineer on the ticket will work with Product and Engineering for inclusion in a future sprint. We will do our best to provide a timeline and will follow up to close the loop on the final decision.



Priority 4 (P4) – Normal

Normal requests for information regarding the configuration and use of Automox, as well as feature requests. This includes administrative inquiries for billing. There is no impact to your business operations.