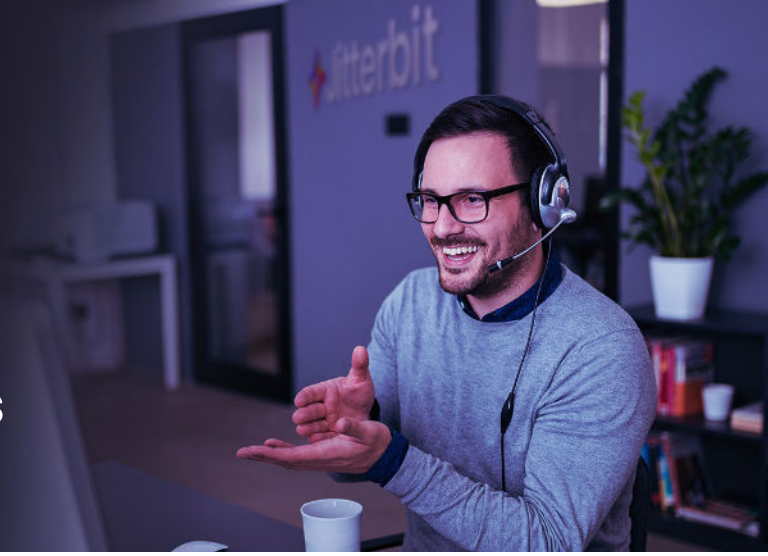


# Premier Support

## Prompt, responsive resolution for mission-critical workloads



### Premier Support from Jitterbit

Integration and automation systems are essential components of a successful business operation. Downtime or problems with these systems can have far-reaching effects, disrupting both internal processes and external relationships with customers and partners.

Having the required support in cases when you need it the most can be beneficial to your business and will ensure the consistent service and experience that your customers expect.

### Enhanced support designed with your organization in mind

Jitterbit Premier Support provides timely and consistent customer support when and where it's most critical.

#### Expert support staff to help resolve your issues effectively

- › A **service account manager** and **defined SLAs** will ensure timely resolution for high-priority issues
- › **In-depth knowledge and expertise** with many years of experience in troubleshooting and handling customer issues
- › An **optional technical account management (TAM)** service is available to provide strategic guidance and maximize your Jitterbit investment

#### Prompt and responsive resolution for your mission-critical workloads

- › **Phone support** in local time zones so that customers can seek immediate assistance when they need it
- › **Multi-channel support** with options for service across email, phone and chat
- › **Fast restoration of services** with defined response and resolution SLAs

#### Flexible support plans that meet the needs of your organization


- › **Tailored support plans** that meet the scale, complexity, and business-critical demands of your environment
- › **Optional 24x7 support coverage** for the most mission-critical environments
- › **Easy scalability** with the option to add additional contacts and phone credits as needed

“*Jitterbit's support team is amazing and extremely supportive and helpful in resolving issues. I have worked with Jitterbit on multiple levels, first as a user, then the administrator, and now as the executive sponsor and at each level Jitterbit has delivered.*”

System Administrator, Financial Services Company


### Jitterbit Premier Support Tiers

The offering is segmented into three tiers, allowing businesses to select the level of support that best fits their requirements:




**Premier**

A base tier that provides robust support for businesses seeking reliable and timely assistance, including new phone access to Jitterbit support experts.



**Premier Plus**

An enhanced tier with extended capabilities and faster response times, including new phone access and 24x7 support with live agents.



**Premier Enterprise**

Jitterbit's top tier of support, designed for enterprise-level needs with comprehensive support that includes phone access and 24x7 live agent support, regardless of severity level.

Jitterbit Support	Included with subscription	Premier	Premier Plus	Premier Enterprise*
<b>Business Hours</b>	Email Only Scheduled call back	Monday-Friday 8AM - 6PM ET**	Monday-Friday 8AM - 6PM ET**	24 x 7
<b># of Phone Credits</b>	N/A	10	16	25
<b># of Authorized Support Contacts</b>	N/A	2	3	5
<b>24x7 Live Agent Call</b>	N/A	N/A	Severity 1 and Severity 2 Only	Any Severity
<b>Service Account Manager</b>	N/A	Shared	Shared	Named

Optional add-ons, including additional phone credits, and additional authorized contacts, are available to customize your program. Project Management Services and TAM Services are available for additional fees.

**To learn more or to purchase a Jitterbit Premier Support subscription, contact [support@jitterbit.com](mailto:support@jitterbit.com) or your Customer Success Manager.**

\* Availability of the Premier Enterprise tier is coming later in 2024.

\*\* Business hours for Premier and Premier Plus tiers is currently for U.S. Eastern Time Zone, and will expand globally to other time zones in October 2024.