

Platinum Support

Bigtincan Sales Enablement Automation Platform

Bigtincan Platinum Support is Bigtincan's premiere support offering, designed for organizations that need the highest level of enterprise class support, Platinum Support lets IT staff and Business Executives rest easy that their Bigtincan hub deployment is supported by the best possible human and automated reporting systems.

Platinum Support fits on top of the standard Bigtincan support offerings and standard business class SLA to provide 7X24 priority access to support professionals, enhanced response time to Severity Level 1 – Critical issues, and additional support services including premium branded support portal access, a designated Customer Success Manager), enhanced administration training, prioritized feature requests, regular meetings with Product Management, an annual content audit with one of our trusted content partners, and up to 240 hours per year of support services. Bigtincan will assign a designated CSM to work with your company and to make sure that you receive an extraordinary experience. The Customer Success Manager will create a plan for success and will be with you every step of the way.

Priority access to engineering support and prioritized feature requests:

Bigtincan will provide priority to triaging technical issues and feature requests brought by Platinum customers to ensure the fastest response time possible. Additionally, Bigtincan will provide Platinum customers quarterly meetings with our Product Management team to discuss features, feature requests and product roadmaps.

240 Hours Per Year of Support Services

Platinum Support includes Support Services support to customize your user experience on web and mobile platforms. Bigtincan's user interface is built with ease of use in mind. However, by customizing it to better align with your exact business use case you will ensure your end users are able to adopt the solution more quickly.

Annual Content Audits

Platinum Support includes an annual audit of your content, focused on identifying content gaps. You need to be focused on covering the use cases required by all of your customer facing employees, this will give you the information to assist you in achieving those results.

Enhanced SLA with one (1) Hour response time:

Platinum Support includes premium access to our enhanced SLAs including one (1) hour guaranteed response time to Severity Level 1 – Critical issues and priority queue access for standard support requests.

Bigtincan Platinum support classifications 7x24 support:

Platinum Support includes 7x24 support with enhanced support response times as shown in the support response table shown here.

| Severity Level | Classification | Contact Method | Target Initial Response Time |
|----------------|--|----------------|------------------------------|
| 1 – Critical | System down: Customer is unable to access Bigtincan server and data is not available to users. | Phone Call | 1 Hour |
| 2 – High | Operations are severely restricted: Content is available but administration features regarding composition, users, channel, groups, and tabs are not functional. | Phone Call | 2 Hour |
| 3 – Medium | The product does not work as designed resulting in a minor loss of usage. A workaround is available. | Support Portal | Next Business Day |
| 4 – Low | There is no loss of service. This may be a request for documentation, general information, product enhancement request, etc. | Support Portal | Next Business Day |

Summary:

Bigtincan Platinum Support is our premium support offering - offering business managers, IT staff and senior executives the best possible peace of mind in supporting their rollout of Bigtincan hub, Bigtincan Zunos and/or Bigtincan for Salesforce.com. By bundling in a series of benefits into a single package, Bigtincan has made it easy for enterprise and business organizations to have a single point of access to the support they need.