Titanium Support

Bigtincan Sales Enablement Automation Platform

Titanium Support is Bigtincan's premium, first-class support offering, designed for organizations that need the highest level of enterprise class support.

Titanium 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.

Includes all features of the standard Bigtincan support offerings and business class SLA, plus:

- 24/7 priority access to support professionals

- Enhanced response time to Severity Level 1 – Critical issues

- Premium branded support portal access

- Enhanced admin training

- Prioritized feature requests and regular meetings with Product Management

- An annual content audit with one of our trusted content partners

- Up to 225 hours per quarter of support professional services (in addition to the deliverables defined in the SOW)

- A designated Customer Success Manager to help you plan for success every step of the way

Titanium Support
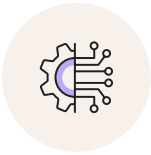
Priority access to engineering support and prioritized feature requests

Titanium customers receive priority triaging for technical issues and feature requests to ensure the fastest response time possible. Additionally, we hold quarterly meetings with our Product Management team and Titanium customers to discuss features, feature requests and product roadmaps.

Annual content audits and homescreen refreshes

Titanium Support includes an annual audit of your Content to identify content gaps so all the use cases required by your customer-facing employees are covered. Additionally, Titanium Support members will receive annual homescreen refreshes to keep the app looking and feeling fresh forever.

Custom reports and user videos

Titanium support members receive up to 10 different custom reports per year generated by a dedicated CSM. Our customer success team will also provide up to 10 admin and end-user training videos per year within your own production environment (as opposed to generic FAQ information).

Customer Advisory Board membership

Unique to Titanium Support members, Bigtincan will provide a membership spot on our Customer Advisory Board whereby customers can interact with one another to discuss best practices, ideas about their unique deployments, and share adoption metrics and overall results.

225 hours per quarter of support services

Titanium Support goes above and beyond, providing not only dedicated Customer Success team service, but also Professional Services support to help customize your user experience on web and mobile platforms as well as assist in the design and deployment of Bigtincan Add-On applications such as calculators. 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.

Travel and expenditures

Bigtincan's Titanium Support customers will also receive peace of mind when it comes to travel and expenditures. Bigtincan will support on-site meetings at customer locations twice per quarter at no additional cost in addition to on-site trainings during the deployment phases.

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24/7 premium access support and enhanced SLA with one hour response time to Severity Level 1 - Critical issues and priority queue access for standard requests

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.	Support portal	1 hour
2 - High	Operations are severely restricted: Content is available, but administration features like composition, users, channel, groups, and tabs are not functional.	Support portal	2 hours
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

Support incident registration and tracking process

The process for logging your support incidents is simple. All tickets should be sent to support@bigtincan.com. Please be sure to classify the issue in the subject line of your email. For a Priority 1 issue, use "P1" at the beginning of the case subject line (and P2, P3, etc. for the appropriate severity levels outlined in the table above). Please then also provide a description of the issue you are experiencing in the body of the email along with a business impact when possible. Bigtincan will provide Support Portal access to the customer stakeholders so that they can create, manage, and track the status of cases and collaborate with Bigtincan Support as well as other designated portal users.