

Titanium Support Services

Bigtincan Sales Enablement Automation Platform

Bigtincan Titanium Support is Bigtincan's premium first-class support offering. Designed for organizations that require the highest possible 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.

Titanium 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 40 days per support package of support and professional services (in addition to the deliverables defined in the SOW). 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 Titanium customers to ensure the fastest response time possible. Additionally, Bigtincan will provide Titanium customers quarterly meetings with our Product Management team to discuss features, feature requests and product roadmaps.

40 days of Support and Professional Services:

Titanium Support goes above and beyond Titanium Support, 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(s) you will ensure your end users are able to adopt the solution more quickly.

Annual Content Audits & Homescreen Refreshes:

Titanium 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. Additionally, Titanium Support customers will receive annual homescreen refreshes to help keep the app looking and feeling fresh and up to date every year.

Custom Reports & User Videos

Titanium support customers will also benefit from 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 video's per year within your own production environment (as opposed to generic FAQ information).

Customer Advisory Board Membership:

Unique to Titanium Support customers, Bigtincan will provide a membership spot on our Customer Advisory Board whereby customers can interact with other customers in similar verticals to discuss best practices and ideas around their unique deployments and share adoption metrics and overall results.

Travel & Expenditures:

Bigtincan's Titanium Support customers will also receive peace of mind when it comes to travel and expenditures. Bigtincan will support up to two (2) on-site meetings at customer locations per quarter at no additional cost. Each session will include at least eight (8) up to twenty-four (24) working-hours of actual on-site time (excluding any travel time). Travel and out-of-pocket expenses for these sessions (2 per quarter) are included as part of this Titanium Support Package.

Enhanced SLA with one (1) Hour response time:

Titanium 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 Titanium support classifications 7x24 support:

Titanium 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.	Support Portal	1 Hour
2 – High	Operations are severely restricted: Content is available but administration features regarding 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 & 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.

Summary:

Bigtincan Titanium Support is our premium support offering – providing business managers, IT staff, and senior executives the best possible peace of mind in supporting their rollout of Bigtincan hub, Bigtincan Zunos, Bigtincan Document Automation, and our other product offerings. 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 when they need it.