Digital.ai tiered support offerings

Digital.ai offers three tiers of support to help you deliver critical business value through your software faster and securely. Enterprise IT organizations have global teams delivering software changes 365 days a year. Your value stream platform is mission-critical to your organization, requiring SLAs that ensure 24/7 uptime of delivery systems.

To ensure that your solution platform is fully supported for the demands of your teams, many of the top enterprises in the world have identified Premier to be crucial during their rollouts. Our Premier plan provides a dedicated global team of senior support engineers committed to delivering higher SLAs, faster triage, faster resolutions, as well as engaging customers with new service touch points to improve customer experience, system availability, and system performance for our business-critical enterprise customers.

Tiers of support (see page two for tier comparison):

Standard Support (included in the Digital.ai Flex Point Subscription)

- Available Monday through Friday from 8 a.m. to 7 p.m. local time.

- Ability to submit tickets and receive response within the published Support Target Response Time (as set forth below)

- Access to the Digital.ai Customer Support Portal

  (**support.digital.ai**)

Optional support provided, only if identified in an order:

24/7 Support

Includes everything in Standard Support, plus:

- Available twenty-four (24) hours per day, seven (7) days per week

- Same day response for all urgent issues

Premier Support

Includes everything in Standard & 24/7 Support, plus:

- Screen shares and conference calls for urgent issues

- Dedicated support engineer for escalations

- Pre-upgrade analysis

- Development escalation priority and coordination

- Bi-yearly system health checks

Why different support tiers?

The Digital.ai customer support team is committed to meeting the requirements and speed that teams expect out of their own organizations. To do this, we offer the response time and resolution options necessary that provide our customers the peace of mind that their software is always supported.

Our customers will continue to receive superior support from the Digital.ai support team. The goal is to ensure we meet your contractual requirements for maintaining your value stream platform.

Below is a breakdown of the support tiers and what is included. Please reach out to your Digital.ai sales representative for more detail into the line items below:

Support feature	Standard	24/7	Premier
Support hours (all business hours)	5x12*	7x24	7x24
Support portal access	✓	✓	✓
Screen shares/conference calls for urgent issues	✗	✗	✓
Designated support engineer for escalations	✗	✗	✓
Pre-upgrade analysis	✗	✗	✓
Development escalation priority & coordination	✗	✗	✓
Bi-yearly system health checks	✗	✗	✓

* Standard support services, through telephone, electronic mail, or another online mechanism between the hours of 8 a.m. and 7 p.m., U.S. Eastern time, Monday through Friday, excluding U.S. and Digital.ai holidays, in accordance with Digital.ai's standard practice.

Incident priority

Incident priority for a defect is determined using the guidelines below.

Priority	Definition
P1	Any defect that causes the Software to be nonfunctional
P2	Any defect that causes a significant or ongoing interruption of use of critical functions with no acceptable work-around available, as determined jointly by the Digital.ai and Customer
P3	Any defect that causes limited interruptions of use of a non-critical function as determined jointly by the Digital.ai and Customer
P4	Any defect that does not significantly impede work or progress, a general question, or issue

Response times and level of effort

Customers may submit an incident with Digital.ai via the support portal (**support.digital.ai**) or via email (**support@digital.ai**). All support requests are tracked in the support portal and can be viewed by Customer's authorized contacts.

Digital.ai will use reasonable efforts to meet the target response times and target level of effort stated in the table below.

Priority	Initial response times	Target level of effort
P1	1 hour	Continuously, 24 hours per day, 7 days per week
P2	2 hours	Continuously, but not necessarily 24 hours per day, 7 days per week
P3	8 hours	As appropriate during normal business hours
P4	24 hours	Varies

Support includes

- Incident support — Identifying and troubleshooting problems in the system
- Root cause analysis
- Assistance with issues during installation
- Assistance with issues during upgrades
- Identifying and creating needed bug reports
- Guidance around implementation and configuration
- Integration support with other Digital.ai products

Support does not include

- Customers without a valid maintenance agreement
- End of life, beta, release candidate, or development releases
- Customized versions of Digital.ai products (customized = original code that has been modified)
- Product training
- Professional services
    - System and performance tuning
    - Deployment and capacity planning
    - Installation and upgrade
    - Plugin-development and support

Fixing bugs

- Digital.ai Support will help with workarounds and bug reporting
- Critical bugs will generally be fixed in the next maintenance release
- Noncritical bugs will be scheduled according to a variety of considerations

Critical priority is defined as "production application down or major malfunction causing business revenue loss or high numbers of staff unable to perform their normal functions." This includes security issues.

About Digital.ai

Digital.ai enables enterprises to focus on outcomes instead of outputs, create greater business value faster, and deliver secure digital experiences their customers trust. The Digital.ai Value Stream Platform seamlessly integrates all the disparate tools and processes across the various value streams, uses data and AI/ML to create connective tissue between them, and provides the real-time, contextual insights required to drive and sustain successful digital transformation. With Digital.ai, enterprises have the visibility they've been seeking to deliver value, drive growth, increase profitability, reduce security risk, and improve customer experience.

Learn more at Digital.ai

digital.ai™