



iSportz

Premium Support

Powered by **Integrass**

Ensure the utmost care for your mission-critical systems with our dedicated support services. Right from the start, our team of product specialists is committed to providing personalized support.

What's Included:

➤ 24/7 Support

Access senior technical experts available round the clock to offer assistance and guidance.

➤ Faster Turnaround Times

Experience quick responses, with a target of 1 hour for P1 problems and 3 hours for P2 issues, ensuring timely response.

➤ Customer Success Manager (CSM)

Benefit from direct interaction with our senior technical experts and your designated CSM, who will regularly evaluate open cases and address any persistent issues.

➤ Quarterly Technical Reviews

Our CSMs will comprehensively assess your technical environment, configurations, and performance to provide deep insights, cost reduction, and optimization recommendations

Premium Support Hand-Out

Premium Services	Free Support	Premium Support
Quarterly Technical Review	No	Yes
Monthly health checks	No	Yes
360-degree product support	No	Yes
Escalation matrix	No	Yes
Support Commitment	Free Support	Premium Support
Email Support Availability	24/5 (M-F) *	24/5 (M-F) *
Designated Customer Success Manager (CSM)	No	No
Access to resources (Community, Academy, Videos, Blogs)	24/7	24/7
First response SLA	Free Support	Premium Support
Severity 1 - Critical	2 Hours	30 minutes
Severity 2 - High	4 Hours	1 Hours
Severity 3 - Medium	6 Hours	2 Hours
Severity 4 - Low	8 Hours	4 Hours

For more details get in touch with your dedicated account manager or shoot us an email at info@isportz.co