

Ensure Success with the Best Support Plan for your Business.

bLoyal is committed to providing industry leading software support and services to our clients. Every team is different, so you can choose the Support Plan that best fits your business needs.

BLOYAL SUPPORT PLANS

PLAN DESCRIPTION

STANDARD SUPPORT / PER INCIDENT

Pay per Incident Support is provided during regular business hours defined as Monday through Friday, 7AM to 5PM Pacific Standard Time. Support incidents can also be entered online 24 hours a day, seven days a week using the bLoyal online support tool accessible at <https://mysupport.bLoyal.com>.

EXTENDED SUPPORT

- Unlimited Support Incidents
- Extended Support Hours / 24 hours a day—7 days a week.
- Standard Service Level Agreement
- Minimum of 1 Year

DEDICATED SUPPORT

An annual Dedicated Support Plan is available. This plan includes all of the benefits of the Extended Support Plan plus a dedicated bLoyal Service Team. A bLoyal Service Team is assigned to a limited number of Clients. This allows for your dedicated bLoyal Service Team to get to know your specific environment and needs in more detail and thus together provide you with additional services, such as:

- Enhanced Service Level Agreements
- Support tailored to your business and your configuration
- Your bLoyal Service team will support your Team on how to best align business processes and your bLoyal solution
- Quick-training sessions of up to 15 minutes to cover specific features of the bLoyal solution
- A monthly 1 hour call as may be convenient for you
- Quarterly Check In Meeting

Our complete Support Level Agreement can be found at <https://mysupport.bLoyal.com>.
Each plan listed here is governed by our published SLA.