

Premium Support Services

Personalized support designed to meet your needs.

Why Premium Support Services?

SmartSimple's Premium Support Services provide you with a Dedicated Support Representative (DSR) who will handle all your support requests and will have in-depth knowledge of your SmartSimple system. You'll also benefit from an optional monthly call with our Director of Customer Experience to discuss any questions about system functionality, training or configuration.

Essential Support vs Premium Support Services - what's the difference?

While Essential Support comes standard in all our Service Level Agreements (SLAs), Premium Support Services offer enhanced access to our support team.

Item	Essential Support	Premium Support
Live Agent	Support from general client support group on rotation	Named Dedicated Support Representative (DSR)
Director Level Access	Upon request or escalation	Regular meetings and on-demand access consultations
Configuration Services	At additional cost as estimated	Included (up to 4 hours per request)
Training	At additional cost as estimated	Included (up to 3 hours per quarter)
Annual Cost	Included in licensing fees	Please contact your Account Manager for details

Support for your External Community - Support360°

Optionally, you can add Support360° to your Premium Support Services providing support to your extended community. SmartSimple offers technical and system usage assistance to your external users, including applicants, reviewers and grantees.

Technical and system usage assistance can include resetting user passwords, assisting with completion of application forms or explaining how to navigate the portal pages.

Would Premium Support Services be right for me?

The Premium Support Services option is ideal for organizations who don't have an internal IT team or regularly require changes to their system involving hands-on assistance from SmartSimple.

Contact your Account Manager for more details about Premium Support Services.