

# Kiriworks Customer Care Program

- Choose the level of Support you need:

	Basic	Premium	Managed Services
	Included as part of your annual Maintenance	Provides opportunities for more training and collaboration with the Customer Care Team, and is designed for administrators that want unlimited phone and email support. A predictable expense to get the most out of your system.	Kiriworks takes ownership of the health of your solution. Save time, energy, attention by letting your system be managed by a team of professionals with year of industry experience.
Email Response Time	24 business hours	4 business hours	1 business hour
Phone Support	Pay as you go	Unlimited	Unlimited
After Hours Support	Available at Premium Rate	Available	Available
Customizations	Pay as you go	Initial troubleshooting included	Customizations are covered
Health Checks	Annual	Quarterly with Performance Testing	Quarterly with Performance Testing
Training	Free Quarterly Webinars	Free Monthly Webinars, Free Quarterly In-depth Training Webinars	Free Monthly Webinars, Free Quarterly In-depth Training Webinars, Free Annual Training Deep Dive
Support Requests	Systems Administrator escalates to Kiriworks Customer Care Team	Systems Administrator escalates to Kiriworks Customer Care Team	Initiated by any user, resolved by Customer Care Team
Responsibility for System Health	Systems Administrator	Systems Administrator	Kiriworks Customer Care Team
Proactive Monitoring	Not Available	Not Available	Daily Monitoring of Error Logs, Verification Reports and Exception Queues

# Definitions

- **Email Support:** Cases handled via email sent to [support@Kiriworks.com](mailto:support@Kiriworks.com). This support is included as part of your annual software maintenance.
- **Phone Support:** Cases initiated via calling our toll-free number 800-242-1777. We staff our phones within the Hours of Operation (below)
- **Hours of Operation:** Our standard hours are from 7am-5pm M-F CST. Anything outside of this range is deemed “After Hours” and could be subject to additional charges, depending on your support level.
- **Customizations:** Scripts, custom modules, libraries—basically anything with source code that’s not configured out of-the-box. For Premium Support and Managed Services, we’ll provide initial troubleshooting of customizations, however any changes required would be viewed as Professional Services.
- **Health Checks:** A regular review process where we compare your system to vendor and industry best-practices for scalability, performance, and reliability. The goal: To keep your system running in top form.
- **Training:** Education is key to increasing the value of your system, so the Customer Care Team provides in-depth guidance on the finer points of administration. These can be via webinars, conferences, or remote sessions.
- **Proactive Monitoring:** Part of the Managed Services offering, we use our product and infrastructure knowledge to keep your system running optimally. Kiriworks will restart services, monitor application health, and respond to tickets that your users create—possibly before you notice!