



High Performance Data Integration

A Versata Company

# Customer Support Programs

## Special Promotions:

### Data Profiler:

Free single user license with 3 or 5 year Platinum renewal. The customer only pays for maintenance!

### MetaStore

### Migration:

Free MetaStore Migration with a 3 – 5 Year Maintenance Agreement on the Gold or Platinum Plan.

### Training:

Buy 1 Get 1 Free with a multi-year renewal.

### Stop the Shelfware!

Access to Versata family software for no license fee, just pay the maintenance with 3 or 5 year Gold or Platinum renewal. \*\*

\* Versata reserves the right to modify or discontinue this promotion without notice.

\*\* Exception: Artemis products are not included in this offer.

		Standard	Gold	Platinum
Customer Success	Participation in our Customer Success Program	✓	✓	✓
	Special Promotion offers for multi-year programs	Multi Year	Multi Year	Multi Year
Product Development	Access to platform upgrades	✓	✓	✓
	Access to new releases per year	1	2	2
	Access to Emergency Patch Fixes	✓	✓	✓
	Weight Consideration of Feature Requests		2x	4x
Frequent Customer Feedback	Quarterly Virtual User Conference	✓	✓	✓
	Access to our Customer Web Portal	✓	✓	✓
	Web-based ticketing (unlimited)	✓	✓	✓
Customer Support	Support Response for Severity 1 Cases* within 24 hours		✓	✓
	Support Response for Severity 1 Cases* within 4 hours			✓
	Phone Support			✓

\* Severity 1 cases are defined as a situation where the customer is experiencing a critical production outage or serious bug that is causing a severe impact to the customer's business and no workaround is available. Our support personnel will work on the problem in a reasonably continuous manner until the problem is solved or workaround provided.