



## OVERVIEW

# 5-Star Support Plans

## Choose the Plan that's Right for Your Business

You work hard to manage your work effectively and deliver the best onboarding experience for your customers. We work hard to make sure our customers are getting the most out of TaskRay. Which is why we offer multiple support plans to provide best practices, troubleshooting, and technical planning to meet your specific business needs.

All customers have access to robust documentation, unlimited cases, helpful webinars, and our Ideas Forum. With our Standard Plus plan, you'll get priority ticket routing. And with our Elite plan, you'll have access to proactive and consultative support with dedicated resources. No matter which option you choose, you'll be in good hands—our team is known for our expert and responsive service.

STANDARD	STANDARD PLUS	ELITE*
<p><b>FREE</b></p> <p>Unlimited Access to Our Top-Rated Support Site &amp; Content</p> <p>Unlimited Access to Customer-Focused Webinars</p> <p>Ability to Log Unlimited Cases</p>	<p><b>5%</b></p> <p>OF ANNUAL SUBSCRIPTION COST (\$1,500 MINIMUM/YEAR)</p> <p><b>Everything in Standard, plus:</b></p> <p>Priority Ticket Routing (enhanced SLAs)</p>	<p><b>15%</b></p> <p>OF ANNUAL SUBSCRIPTION COST (\$5,000 MINIMUM/YEAR)</p> <p><b>Everything in Standard Plus, plus:</b></p> <p>Proactive Case Monitoring</p> <p>Advanced Configuration Support &amp; Diagnostics</p> <p>Annual Technical Account Planning</p> <p>Pre-Release Support</p> <p>Optimization Packages (2/year)</p> <p>Designated Technical Analyst</p>

## Maximize Success with a TaskRay Optimization Package

Need some help with feature configuration, template creation, or complex automation?\* Add on one of our Optimization Packages for design and implementation support. Our team of onboarding experts will provide guidance to ensure you are set up for maximum success. Reach out to your Customer Success Manager for more information.

FEATURE	TEMPLATE	AUTOMATION
<p>You're ready to take advantage of a TaskRay feature such as: Advanced Scheduler, Time Tracking, Board Filters, Notifications, Reporting, Components, or Customizations</p>	<p>You'd like some help updating an existing template or implementing a new one.</p>	<p>You'd like some help updating an existing template or implementing a new one.</p>

\*Combined Template & Automation Optimization Package also available for purchase. Please ask for details.

## 5-Star Support Plans

From DIY to Full Service Support, We've Got You Covered

SERVICE	S	S+	E*	DESCRIPTION
Unlimited Access to Email Support	✓	✓	✓	Unlimited cases on TaskRay-supported features
Unlimited Access to Our Support Site	✓	✓	✓	Support documentation, blogs, and other useful content
Unlimited Access to Customer-Focused Webinars	✓	✓	✓	Unlimited access to how-to webinars
Basic Configuration Support	✓	✓	✓	Support for TaskRay configurations documented on our support site
Priority Ticket Routing (Enhanced SLAs)		✓	✓	Faster response times during normal business hours (8am-5pm MDT, excluding holidays)**
Proactive Case Monitoring			✓	Monthly ticket status report & quarterly ticket review (summary, trends)
Advanced Configuration Support & Custom Build Diagnostics			✓	Support for TaskRay configurations beyond what is documented on our support site
Annual Technical Account Planning			✓	Architectural review with TaskRay Designated Technical Analyst and Customer Success Manager
Pre-Release Support Checklist & Release Demo			✓	Release review tailored to your organization plus testing checklist
Two Optimization Packages			✓	Guidance on how to build out complex use cases (2/year, one per each 6 month period)
Designated Technical Analyst			✓	Assigned technical resource who proactively monitors all reported issues

S = Standard Support Plan, S+ = Standard Plus Support Plan, E = Elite Support Plan