Logmore Enterprise Support product description

To address the support needs of Enterprise customers, Logmore offers an Enterprise Support package that consists of the following elements.

Phone support

In addition to email support@logmore.com, the customer is welcome to contact Logmore over the phone (on working days 9am-4pm EEST).

Named Customer Success Manager

The customer has a named Customer Success Manager that is responsible for the communications and manages the regular business reviews, as agreed with the customer. The Customer Success Manager also proactively communicates on any potential product changes or maintenance events that might have an impact to the customer's operations.

Customer onboarding

Logmore Customer Success Manager supports the onboarding, conducts necessary trainings and serves as the customer's advocate, aligning resources to meet the customer needs.

Basic validation support

Logmore will provide *Logmore System Validation Plan* documentation and in total eight hours of technical support work free of charge to assist the Customer in their initial validation process. The same support is provided, in case Logmore introduces a non-backwards compatible major product update that requires re-validation of the Logmore system. Additional support work requested by the customer is provided on a time and material basis and according to Logmore's then-current price-list.

Premium support reports

Access to customized and customer-specific information and reports about the customer's use of Logmore products and services.

Issue management

In case of a technical issue or incident management, the requests from Enterprise Support customers are prioritized within Logmore engineering and quality teams over other requests, in order to reduce time to resolution. The target for initial response times after receiving a query from Enterprise Support customers are:

Category	Description	Initial response time
Level 1	Questions and problems that the customer may face related to the use of the products	72h (within working days)
Level 2	An issue that prevents the customer from using the product or service, but where an alternative solution can be provided as a work-around until the issue is fixed.	48h (within working days)
Level 3	An issue or a malfunction that affects the product or service by preventing its use.	24h (within working days)

Working day means weekdays from Monday to Friday (except public holidays in Finland).

For the sake of clarity, the target time for initial response indicated above does not consider the automated acknowledgement responses sent by Logmore support systems.

Logmore will conduct a Corrective And Preventive Actions (CAPA) analysis for all Level 3 issues, and share the case report with impacted Enterprise Support customers.

Service Level Agreement with credit notes

As part of Enterprise Support, the Customer is entitled to a Service Level Agreement (SLA) for the Logmore Cloud Service and Logmore Cloud API. The Service Level Agreement is available as a separate document.