

# Blue Prism Global Customer Service Support Programs

Blue Prism's three-tiered support structure allows you to choose the most effective program for your business needs.

The success of your Enterprise RPA strategy relies on scalable, robust and performant software—as well as timely and effective support.

Blue Prism offers three support tiers to all of its customers, allowing you to tailor your portfolio to best fit your business requirements and enabling Blue Prism to offer swift and appropriate service to all its customers.

## Benefits

- ✓ A choice of programs to suit your needs
- ✓ Cost-effective, timely support
- ✓ Multi-channel support includes engaging customer portal and mobile apps

## Standard Support

All customers have access to our full database of online troubleshooting and training resources, and can open cases using the customer web portal. Maintenance releases are also made available at regular times, ensuring that you can anticipate and plan for project milestones in advance. This support program is best suited for self-directed users who feel confident in their troubleshooting abilities and who are not deploying automations in business-critical environments. Standard support is included in the annual license for no additional fee.

## Enterprise Support

In addition to all of the resources available in our Standard Support program, Enterprise Support includes authorization for up to five contacts to open support tickets and guaranteed phone and email support during normal business hours for the country of purchase. For urgent issues, our support staff will respond within one hour. You will also receive a full on-boarding of our online support resources from our dedicated support staff members.

## Global Enterprise Support

Global Enterprise Support is designed to meet the needs of customers who have deployed mission-critical automations, guaranteeing 24x7 support availability, prompt response time and resolutions. In addition to quarterly meetings and regular reviews of support cases, you will benefit from a designated support team who will be familiar with the specifics of your deployment and can quickly provide customized support to ensure that you are receiving the maximum benefit and success from your Blue Prism investment.

	Standard	Enterprise	Global Enterprise
Number of contacts able to open and update a case	3	5	10
Access to online education materials	✓	✓	✓
Assisted web based support	✓	✓	✓
Access to forums	✓	✓	✓
Access to Blue Prism knowledgebase	✓	✓	✓
Maintenance releases	✓	✓	✓
Response time commitments		P1: 1 hour P2: 4 hours	P1: 30 mins P2: 2 hours
Target resolution time			P1: 12 hours P2: 36 hours
Telephone, email and web support access		✓	✓
On-boarding process		✓	✓
Regular reviews and reporting			✓
Designated Support Team			✓
Global 24x7 P1 Support			✓