

Dynamicweb Support Programs

Dynamicweb provides a range of support services assembled to meet your specific needs.

After your project is delivered successfully, we at Dynamicweb continue to be committed to helping you achieve the highest possible value from your web presence; consistently, and over time. Therefore, our post launch support offer extends beyond technical support options and software maintenance. Instead, we are available to work with you to make sure you discover, and take advantage of, the ways your Dynamicweb all-in-one solution enables you to achieve your business objectives.

There are three support plans available: Bronze, Silver, and Gold. These three plans provide different levels of responsiveness, depending on what your business requires. Plan response times range from 1 business day down to less than two hours.

Support Plans

	Bronze	Silver	Gold
Support hours	8am EST 5pm PST Weekdays	8am EST 5pm PST Weekdays	8am EST 5pm PST Weekdays
Priority Response			<input checked="" type="checkbox"/>
Response time	<8 hours	<4 hours	<2 hours
Access to Support via e-mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to Support via phone			<input checked="" type="checkbox"/>
Dynamicweb core upgrades	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to Knowledge Base	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Included support hours	0 hours	1 hour	3 hours
Hourly rate for extra support	\$250	\$225	\$200
Marketing Tools Training			<input checked="" type="checkbox"/>
Price per month	\$100	\$250	\$500

We offer a 30-day free trial of our Silver Support plan to get you started

When your site is delivered, QA tested, and you have signed off on your new site, we offer an automatic 30 days of FREE access to our Support Desk at the Silver level. After the 30-day trial expires, you can decide if you would like to continue and which level of support you would prefer.

Priority Response and response time

The level of support plan you choose determines response time. We strive to resolve all support issues as quickly as possible, but we establish customer care order based on the client's support subscription plan, and address Gold plan subscribers first.

Telephone or e-mail support

We offer e-mail support for all three support plans and phone support is provided in our Gold support plan.

Support Help Desk

Support tickets can be opened 24x7, and each ticket will be responded to in accordance with the established service level agreement. Still, we always try to respond to any problem as quickly as possible.

Please send your support requests to **support@dynamicwebusa.com**

Software updates and maintenance

Since digital business technologies change rapidly over time, we provide "Major Releases" every two to three years. These are substantial new versions of Dynamicweb that include significant new functionality. Major Releases are denominated by an increase in the first version number such as version 9 succeeding version 8.

Updating an existing Dynamicweb solution to a Major Release is a fee-based service and not part of the Support Plan. While upgrading to a new version is not mandatory, we highly recommend it since new versions ensure that your digital business solution remains at the cutting edge and can support your evolving business needs for many more years.

Within each version of our software, we provide "Minor Releases" typically two times per calendar year, in January and in August. These releases provide substantial, incremental updates in functionality. On a case-by-case basis we will also provide one or multiple Service Releases and Hotfixes.

If your solution is hosted by Dynamicweb so that we can manage the hosting environment, installation of Minor Releases is included in all three Support Plans.

If your Dynamicweb Solution is customized to work with your particular business processes, system integrations, data structures, etc., there is a possibility that some upgrades may not run "out of the box" without extra time spent on configuring, tweaking and retesting those customizations. These Extra Service Hours, which, on average range from 8 to 16 hours, will be estimated and invoiced to you as part of this Support Agreement.

Access to the Dynamicweb Support Knowledge Base

Beyond all of the standard documentation, you also have access to our technical knowledge base portal, where we have documented best practices.

Included Support hours

The Included Support Hours listed in association with your plan define how long support personnel will spend to close your ticket requests at no additional charge. Minimum ticket time per call, e-mail, or incident is 5 minutes (=12 tickets per hour).

If you use more Support hours in a month than the included hours in your plan, any additional support you require will be billed at the hourly rate associated with the support plan you've chosen.

Marketing Tools Training

Dynamicweb's All-in-One platform includes eCommerce, web content management, digital marketing and customer experience management in one solution. Different modules offer specific features that can boost the efficiency and power of your marketing efforts. Including:

- Increasing conversion rates in shopping carts
- Easy to use A/B-testing on your site
- Attracting more visitors to your page or
- Setting up automated e-mail marketing campaigns
- And more....

As part of our Gold Support plan, we provide up to 8 hours, per 12-month period, to train your team in the use of our marketing tools so that you can get the most out of your new digital marketing platform. You can book those sessions in one or more blocks of time with a minimum of 2 hours per block.

Service Level Agreement

You can always locate the most recent version of our Service Level Agreement at www.dynamicwebusa.com/support/sla