

Gold Support

Enhance your software investment with our Premium Support Package.











Global Support Drives Customer Success.

Ensuring every customer achieves success with our software is the number one priority at Orbus. Global Technical Support Services are provided together with a programme of annual software enhancements to ensure organizations realize a return on their investment with us.

Gold Support Accelerates Your Return On Investment.

For customers who want to enhance their support and accelerate their Return On Investment, Orbus provide an extended Gold Support Package providing comprehensive coverage, faster incident response times, increased insight and input into product roadmaps and priority upgrades. Gold Support also provides you with access to a range of bespoke Consultancy Services at a discounted rate.

- Product / Application Support
- Business Hours Email and Web Support
- Software Fixes / Defect Resolution
- Assisted Upgrades and Installation
- Enhancement Request Escalation
- Learning Ecosystem & Knowledge Base Access
- Standard Incident Response Times (Critical 2hr, High 24hr, Normal 7 days)
- Premium Incident Response Times (Critical 2hr, High 12hr, Normal 24hr)
- Business Hours Phone Ticket Updates
- Quarterly Demonstrations of Pre-Release Product Features
- Access to Pre-Release Software (beta)
- Priority Upgrades Scheduling
- Upgrade/Installation Planning Session
- Additional Invitations to Product Launch Events
- Discounted Professional Services (see next page for details)

Standard Support Services	Gold Support Services
	
	
	
	
	
	
	N/A
N/A	
	
	
	
	
	
	
	

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Premium Support Package.

Discount Rates on Bespoke Consultancy Services

Visio Template & Shape Design

Visio Diagram Conversion

Implementation of Additional Frameworks such as FEAR, APQC, TRM, ARM

Report Development for Power BI, Tableau, SSRS, and more

Project Planning Session with an Orbus Consultant

Pricing

Gold Support is available upon advance payment of an annual fee.

Pricing for Gold Support is dependent on the size of your iServer installation or User Band Level.

For full details on pricing or a quotation please contact your account manager.