

Decisions Support: Standard and Premier Programs

With the Decisions no-code automation platform, our customers are automating their most difficult roadblocks, fixing the customer experience, ensuring regulatory compliance, and cultivating positive impacts throughout their industries. As a no-code solution, these benefits are delivered at three times the speed, transforming business operations with the click of a button.

While Decisions is able to solve the toughest processing challenges, the automation journey can require a little help along the way. Our customer support and success teams will help you navigate your first use case deployment, expansion projects, version updates, and more. No matter the question, our Decisions experts have got your back!

Your success is our priority. Our team is fully equipped to ensure all Decisions-built applications meet your unique business needs. For customers whose Decisions applications require enhanced performing and tuning support, we offer additional levels of response, proactive monitoring, and dedicated points of contact.

FEATURE	STANDARD SUPPORT Included in subscription price	PREMIER SUPPORT Please contact us for pricing
24x7 Production Support	3 business hour response SLA	1 business hour response SLA
Designer Support	3 business day response SLA	3 business hour response SLA
Certifications	2 seats	Unlimited
Documentation	X	X
Community Forum	X	X
Weekly Expert Q+A Sessions	X	X
Customer Success Manager	X	X
Support for prior releases	Versions 8, 7	Versions 8, 7, 6, 5
Named Customer Support Rep		X
Code Escrow		X
Annual Security Review*		X
Monthly Server Health Report		X
"Read Only" Access to Prod Database*		X
Access to the Product Advisory Team		X

*Decisions Cloud Hosted Customers

“Quick to respond, very knowledgeable and helpful! I always learn something new when on a call with Decisions Support.”

**HEALTHCARE TECHNOLOGY
SOLUTIONS CUSTOMER**

“You have a great customer service team who is willing to work with their clients until the issue is resolved. Thank you!”

HIGHER EDUCATION CUSTOMER

EXPLORE OUR PREMIER FEATURES

Named Customer Support Rep: By enrolling in Premier Support, you will be assigned a dedicated customer support representative. This representative will serve as your personal guide within the Decisions platform, and be available to answer any questions or concerns you encounter.

Code Escrow: Many businesses have software licenses tailored to the business' needs, used for business operations on a day-to-day basis. Code Escrow ensures continued availability of software support and maintenance in the result of emergency, triggering conditions.

Annual Security Review: Start identifying security-related issues to determine their risk level and make informed decisions about risk mitigation or acceptance. Annual security reviews help reduce your organization's exposure to losses from mistakes, misunderstandings, and legal actions.

Monthly Server Health Report: Server health monitoring can be an essential practice for tracking and discovering real-time and historical server health status updates. Using your monthly server health reports, you can identify and enhance server performance to ensure your server runs at its most optimal capacity.

"Read Only" Access to Prod Databases: Premier support customers will be able to connect external Business Intelligence (BI) tools to Decisions production database for reporting and analytics. This opens the opportunity for customers to access query data and have more control over the data we host.

Access to the Product Advisory Team (PAT): With inside access to the Decisions product roadmap, you can keep-up with the latest and greatest features that are under development. Share your input with our Product Advisory Team to help shape the future of the Decisions platform through its newest features and release priorities.

WE ARE PRIMED TO ANTICIPATE, RESPOND, AND SCALE TO YOUR EVOLVING NEEDS

We work alongside our customers to best anticipate, identify, and resolve system and application issues. When unexpected issues arise, our team is ready to help by offering the following services:

- **Production Support**
- **Product and Performance Enablement**
- **Issue Resolution**
- **Service Level Enhancement**

Decisions has the top-tier tools, training, resources, and experts to tackle your toughest workflow automation and decision management challenges. Our team works as an extension of your own. **Get in touch with our team today.**

CUSTOMER SUPPORT

PRODUCT DOCUMENTATION

ABOUT DECISIONS

With the Decisions no-code automation platform, customers can fix the customer experience, modernize legacy systems, ensure regulatory compliance, and automate anything in their business. A robust Rules Engine, Workflow Manager, Process Mining Agents, Interface Designers, and Integrations capability power our platform. We help people who know what to do, get it done, and change their world.

See how at decisions.com



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