

# Enhanced Support

## What's included

99.95% SLA, committed SL1/SL2 response times, assigned Technical Account Manager (architecture reviews, custom enablement, integration planning), beta access to new features, annual roadmap previews.

## Challenges

### Customer SLA requirements

Standard support response times may not cut it for demanding or enterprise deals.

### Customer churn risk

You need to be confident in meeting customers' SLA needs to keep customer sat and reduce churn risk.

### Technical debt accumulation

Building integrations without architectural guidance could to scaling problems later.

### Missed opportunities

Discovering new features months after release, missing competitive and efficiency advantages.

### Reactive roadmap

Can't align with Prismatic's direction because you don't know what's coming.

### Onboarding struggles

60-day standard onboarding may not be enough time to realize full platform value and establish best practices.

## ROI

### Downtime cost avoidance

99.95% SLA vs 99.9% = 4.3 hours less downtime/year.

### Churn prevention

Customers that work with TAMs have higher adoption rates which translates to lower churn for you = protecting your ARR.

### Faster onboarding

120-day structured onboarding vs standard 60 days = more integrations, faster to your customer = ARR acceleration and ROI.

### Architecture ROI

Proper guidance prevents time (read \$) In technical debt and rewrites.

### Feature leverage

Early access to features = 6-12 month competitive advantage worth \$ in deals won.

### Payback period

Immediate if prevents churn of one customer due to low adoption.

## Deeper access and partnership with Prismatic

	Standard	Enhanced
Uptime	99.90%	99.95%
SLA	Standard SLA	Committed response & resolution times for SL1 and SL2
Support	Standard support queue	Prioritized queue for support issues and questions
Onboarding	60-day onboarding Online documentation	120-day onboarding
Build assistance	Prismatic-trusted build partners available	Assigned TAM includes: 1. Architecture review & guidance for new integrations 2. Customized annual enablement sessions
Product partnership	Standard partnership	+ Beta access to new features + Access to product focus groups + Annual roadmap previews
Price	Included	15% of total Prismatic spend, monthly

*Ship integrations, not infrastructure*