

CUSTOMER SUPPORT - DATA SHEET

# Prioritizing customer satisfaction

Whichever support package you choose, we take your goals and experience seriously and will work to deliver you the best customer experience. We aim to delight you with a high-quality experience when you use the AppZen service and interact with our team.

Below is a description of our support packages so you can decide what makes sense for your business. Our Standard package is included with your AppZen purchase, while ExpertCare is available for an additional charge. Should you choose ExpertCare support, we will assign a designated AppZen Customer Success Manager to be part of your extended team, who will seek to understand your goals thoroughly and know the ins and outs of your account. With ExpertCare, your team receives the maximum value of using AppZen.

SUPPORT SERVICE	STANDARD	EXPERTCARE
Local business hours	●	
Help center and email	●	
Online training	●	●
Release notes	●	●
Access to Customer Support Team		●
Global, 24x5 coverage		●
Enhanced service-level agreements (SLAs)		●
Help center, email, and phone		●
Named Customer Success Manager (CSM)		●
Quarterly, on-site business reviews (QBRs)		●

**Industry-leading response times**

Our standard for a sustained low escalation rate is below 10%.

**Under one-hour response for urgent inquiries**

All other inquiries receive a response within 48 hours.

**89%**

Customer Satisfaction Score (CSAT)

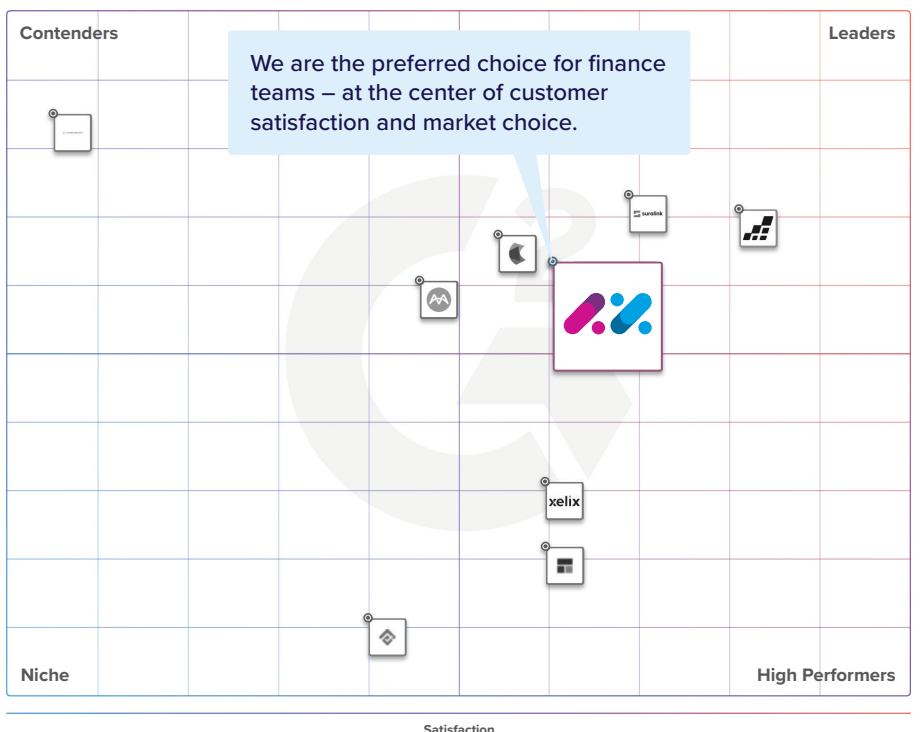
**95%**

Resolution percentage with SLA

**21**

Net Promoter Score (NPS)

G2 Grid® for Financial Audit Software



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### Uptime performance

#### Service-level commitments

Our services have consistently performed at an uptime of 99.9%, as measured by monthly and scheduled maintenance (excluding holidays).

#### Contact and availability

Contact ExpertCare and Standard support by email at [support@appzen.com](mailto:support@appzen.com), or visit [support.appzen.com](https://support.appzen.com).

ExpertCare support is available 24x5, while Standard support is available M-F 6am - 6pm PT, except U.S. holidays.

#### Support

The table below outlines the response times for each severity level. Regardless of your support level, we are committed to providing a prompt resolution.

SEVERITY	STANDARD	EXPERTCARE	RESOLUTION TARGET
<b>Critical</b> Substantial, non-functional, or inoperative service, causing a severe impact on your business operations (e.g. critical business processes are disabled) Continuous or near-continuous service interruption No workaround is available	Two hours	One hour	AppZen will continue to work on the problem until it is resolved or a reasonable workaround has been provided.
<b>High</b> Important features are unavailable, causing a non-critical impact on business activity or a decrease in performance Intermittent service disruptions No stable workaround is available	Eight hours	Two hours	AppZen will continue to work on the problem during normal business hours to provide a correction or workaround.
<b>Medium</b> Important features are unavailable but a workaround is available, causing a minor impact on your business operations	Two days (48 hours)	One business day (8 hours)	AppZen will provide an initial response during normal business hours.
<b>Low</b> Little or no impact on development activity or business operations	Five business days	One business day (8 hours)	AppZen will provide an initial response regarding the requested information or documentation during normal business hours.

### Ensuring Customer Success with AppZen

At AppZen, we prioritize your success with comprehensive training, expert support, quick implementation, and adaptable solutions.



#### What our customers are saying

*“The customer support response is the best and the reported incidents/issues are resolved promptly.”*

*“It helps me save time and effort. When I face trouble I immediately contact the support team and they rush to help me.”*

– over 1000 employees, G2 review