

Learn more about Catchpoint Internet Performance Monitoring (IPM) at <https://www.catchpoint.com/>

# Catchpoint Services and Support

At Catchpoint, we envision a resilient internet for everybody, powered by our Internet Performance Monitoring (IPM) platform. This vision is realized by organizations of all types and sizes which is why we offer service and support bundles tailored for you.

Our deep bench of IPM technical experts specialize in providing tailored guidance that aligns with your organization's resilience goals and your journey along the IPM maturity model. This expertise is packaged into high touch, customer centric key capabilities enabling Internet Performance Monitoring maturity delivering the following benefits and outcomes:

- Improve customer experience, reputation, and revenue
- Remove employee digital friction
- Improve NPS scores
- And finally get a good night's sleep

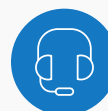
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*Catchpoint's Services is a very agile team that extends great value through 24x7 proactive monitoring of our 2000+ websites. This team of experts share detailed information during an issue, reduce false alarms, and provide deep insights into performance of our websites that has helped us identify gaps and improve end user experience.”*

**Martin Norato Auer**

VP of CX Observability and Automation Foundations, SAP

## KEY CAPABILITIES:



### Tailored support

to meet organizational needs of all types and sizes



### Named Resource Access

to ensure consistent and repeatable support experiences



### Faster Response Times

to improve operational efficiencies and minify costly incident impact



### Technical expertise

to augment unavailable, in-house skills and offer fresh perspectives



### Cost optimization

to enable focus on core business activities

The Standard Support bundle is included with access to the Catchpoint platform, at no additional cost. Customers may purchase Premium Support or Premium Plus Support for an additional cost.

	Standard Support	Premium Support	Premium Plus Support
<b>Support and Expert Services</b>			
Customer Support Email and Portal	✓	✓	✓
Access to Documentation, KBs, and Guides	✓	✓	✓
Customer Support Chat and Phone	✗	✓	✓
Managed Monitoring Services Program (MMSP) <ul style="list-style-type: none"> <li>Transaction Script Creation and Maintenance</li> <li>Consultation with Expert Team</li> <li>24x7 Monitoring and Triage</li> <li>On-call Assistance During Customer Outage</li> </ul>	✗	✗	✓*
IPM Strategy and Maturity Model Guidance	✗	✓	✓
<b>Reporting</b>			
In-Portal Reports	✓	✓	✓
Quarterly Support Scorecard	✗	✓	✓
Quarterly Implementation Assessment	✗	✓	✓
Quarterly Business and Performance Review	✗	✗	✓
<b>Resources</b>			
Technical and Product Support 24x7	Level 1 Team	Level 2 Team	Level 3 Team
Professional Services	✗	✗	Up to 20 Monthly Hours
<b>SLA and Response Times</b>			
Urgent Ticket	2 Hours	30 Minutes	30 Minutes
High Priority Ticket	8 Hours	4 Hours	4 Hours
Normal Priority Ticket	72 Hours	24 Hours	24 Hours
Script Creation	72 Hours	24 Hours	24 Hours
Proactive Availability Issue Triage**	✗	✗	15 Minutes
Proactive Performance Issue Triage**	✗	✗	30 Minutes

\* Up to 50 units (1 unit = 1 transaction/10 non-transaction tests)

\*\* The proactive triage capability is exclusive to the Premium Plus Support. It provides a dedicated performance operations team to proactively monitor all layers of your service delivery, allowing you to get immediate performance improvement, as well as relief from the burden 24/7 alert investigation.