



CARDINAL MARK PLATINUM SUPPORT

Premium support to maximize your confidence and value

Services to Support Your Success

Customer success is our #1 objective, and that's why we've created the Cardinal Mark Customer Support Programs.

Cardinal Mark's Platinum Support Program is the preferred option for our most active and demanding customers, as it contains the widest array of services and the highest prioritization for critical issue resolution. With Platinum, you'll receive industry-leading support from experts in Cardinal Mark's support, services, and engineering teams to ensure you get the most out of your Cardinal Mark solutions, as well as have access to global, always-on support for your most mission-critical solutions.

Cardinal Mark Platinum

PREVENTIVE, PERSONAL AND ALWAYS ON.

Exclusive Benefits

▼ 24x7, ALWAYS ON

Experience the confidence of knowing that Cardinal Mark technical experts are only a phone call or email away when you need them most. Cardinal Mark support services staff are available for you all day, every day.

▼ HIGHEST PRIORITY

Receive the highest priority on all support requests such that your issues are triaged with priority over those of non-Platinum customers. For Severity on issues, enjoy less than a 60-minute response from a product expert through Cardinal Mark's support portal and real-time, immediate routings of your issues via phone.

▼ UNLIMITED SUPPORT ACCESS

Receive the highest priority on all support requests such that your issues are triaged with priority over those of non-Platinum customers. For Severity on issues, enjoy less than a 60-minute response from a product expert through Cardinal Mark's support portal and real-time, immediate routings of your issues via phone.

▼ PROFESSIONAL SERVICES CREDIT

Enjoy our Professional Services contracted from the breadth of Cardinal Mark's consulting offerings; from new software implementations, integrations and customizations, to data analyses, model development, and installation assessments, and all the way to managed administration for customers who need a fully outsourced model of solution management.

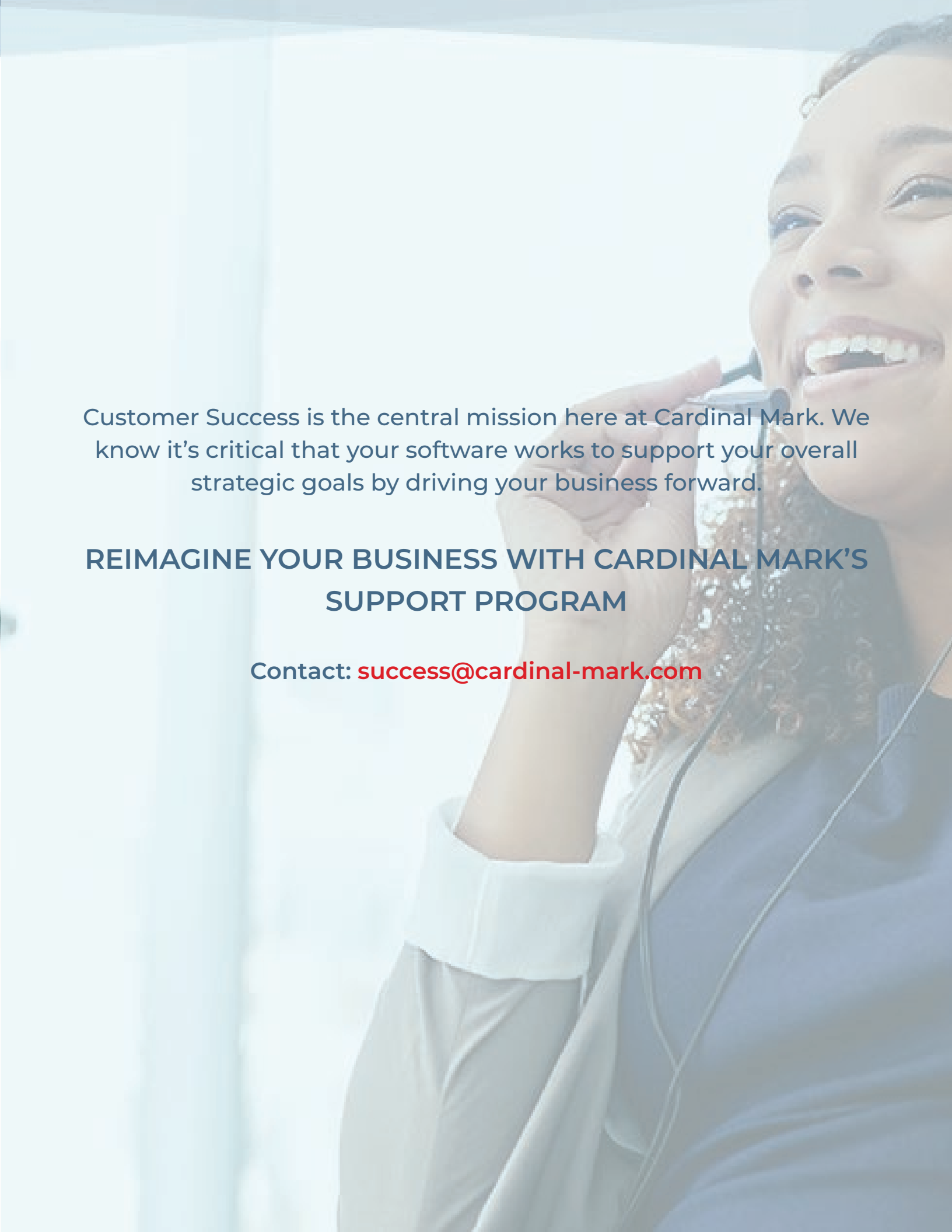
Cardinal Mark Support Programs

Cardinal Mark is committed to offering support that delights our customers, no matter how big or small they are and no matter what product they are using. For those customers looking to get the most mileage from their solutions, we recommend Platinum Support. This level of preventative, personal, and “always on” support offers concierge-level service, combined with product support that other companies offer only through more expensive professional services.

STANDARD FOR ALL PRODUCTS

	STANDARD	PLATINUM
CUSTOMER SUPPORT		
Email Support	8x5	24x7
Phone Support	-	24x7
Web-Based Ticketing (# of tickets per year)	10	Unlimited
Response Times for Severity 1 Issues	4 Hours	1 Hour
Case Priority Weighting for Non-Critical Issues	1x	4x
SUCCESS PROGRAM BENEFITS		
Participation in Customer Success Program	✓	✓
Quarterly Virtual User Group Conference	✓	✓
Access to Cardinal Mark PRIME	1 Solution	Unlimited
Feature Request Priority Rating	1x	4x
Bug Fix Priority Rating	1x	4x
Professional Services Credit*	-	✓
Training (Train the Trainer)	-	✓
Designated Executive Sponsor	-	✓

*The Professional Services Credit is based on your annual contract value.

A woman with curly hair, wearing a blue top and a white blazer, is smiling and talking on a headset. The background is a bright, out-of-focus office setting.

Customer Success is the central mission here at Cardinal Mark. We know it's critical that your software works to support your overall strategic goals by driving your business forward.

**REIMAGINE YOUR BUSINESS WITH CARDINAL MARK'S
SUPPORT PROGRAM**

Contact: success@cardinal-mark.com