

# SOCRATA SUPPORT PROGRAM

Socrata is committed to ensuring your solution's success. That's why we offer comprehensive Customer Support Programs that provide your organization with dedicated Consulting Coaches and Support Specialists. These experts can troubleshoot and resolve unexpected issues as well as provide valuable knowledge and recommendations that will help your program flourish. With four tiers of coverage, it's easy to select a support program that aligns with your organization's needs.

## WHAT YOU'LL GET WITH SOCRATA CUSTOMER SUPPORT

Your annual membership gives all of your organization's Socrata users access to valuable assistance and guidance. Support Specialists are on hand to resolve issues quickly and within the outlined Support Program timeline. Coaches work one-on-one with your team through phone or video consultations ensuring they receive the custom, targeted guidance to your specific Socrata solution needs.

### THE SOCRATA CUSTOMER SUPPORT PROGRAM PROVIDES:

- **Complete support coverage:** Guaranteed help, when and how you need it. Between our Support Specialists and the online Socrata Knowledge Base, you'll have access to the resources you need to keep your program working smoothly
- **Responsive issue resolution:** Get timely responses to support issues, with issues prioritized and addressed within your support program's Service Level Agreement
- **Supplemental coaching:** When you have questions about topics like data ingress, publishing datasets, curating visualizations, or creating stories, your dedicated coaching hours kick in to help. This post-launch, off-site consulting support helps your team get the most out of your Socrata solution with one-on-one guidance on specific how-to topics, configuration issues, or best practice recommendations

### THE SOCRATA CUSTOMER SUPPORT PROGRAM WILL HELP YOU:

- Access Socrata's expert resources to resolve issues and questions quickly
- Guarantee prioritized issue resolution within your organization's timeline
- Supplement the online Socrata Knowledge Base with help from a Support Specialist via phone or online
- Access additional subject matter expertise by working with a Socrata Certified Coach
- Ensure your entire team is well supported and getting the most from your Socrata data-as-a-service platform investment

# SUPPORT PROGRAMS

	BASIC	SILVER	GOLD	PLATINUM
Online Support	✓	✓	✓	✓
Phone Support	✓	✓	✓	✓
Online Knowledge Base	✓	✓	✓	✓
SLA Commitments		✓	✓	✓
Socrata Coaching Hours		30	75	150
Dedicated Support Representative				✓

## WHAT'S INCLUDED

Choose the annual Socrata Customer Support Program that fits your organization's needs. Each program offers:

- **Service Level Agreement** ("SLA") commitments and support options that fit the needs of your organization
- A mix of **phone, virtual, online, and coaching support**, depending on your package
- **Basic support is included with all Socrata solutions**, other programs are paid programs based on a percentage of your Socrata license subscription

## HOW TO PURCHASE

Contact your Customer Success Manager to discuss which support package would work best for you.

### ABOUT SOCRATA

Socrata is a cloud-based, data-as-a-service platform which enables governments to use their data to impact the effectiveness of their programs. Data becomes discoverable, usable, and actionable for both government workers and the citizens they serve. Socrata's solutions dramatically impact all government programs aimed at improving quality of life for citizens, economic growth, and optimizing government operations.



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