

Orion support packages

FEATURES	BRONZE	SILVER	GOLD	PLATINUM
Incidents Allowed	5	10	Unlimited	Unlimited
Charge If Not Resolved	\$ 0			
8 or 24 Hour Response Time	✓	✓	✓	✓
Web-based Support	✓	✓	✓	✓
Follow-up Support (until resolved)	✓	✓	✓	✓
Upfront Pricing	✓	✓	✓	✓
Priority Access to Senior Engineers			✓	✓
Flag Critical Issues			✓	✓
Architecture Design Assistance			✓	✓
Phone Support included (9am-5pm)				✓
Designated Senior Engineer				✓
Priority Issue Handling				✓

PRICING MATRIX

Response time	SINGLE	BRONZE	SILVER	GOLD	PLATINUM
8 hours	\$ 360	\$1450	\$ 2500	\$ 7500	\$ 20000
24 hours	\$ 220	\$ 865	\$ 1500	\$ 4500	\$ 15000

Please note:

Quoted prices are per Orion license (1 installation) except in the case of Platinum Service; Platinum Service includes phone support and a dedicated engineer during working hours. The price is for up to 4 Orion Server installations (or 4x4 CPUs). For additional installations/CPUs requiring support, please add \$7500 for every installation or every 4 CPUs.

Support services are normally email or web-based. For Silver & Gold Service, phone support for critical issues is available per request. Customers can contact dedicated support engineers on their cell phones for urgent issues. Onsite support can be arranged but at extra cost that should be agreed in advance.