SERVICES DESCRIPTION
Premium Support Plan

Our purpose is to ensure that our customers succeed. We do this by putting client success at the forefront of everything we do. We are dedicated to helping you achieve your business goals with Jama Connect®, and when your business needs to resolve issues quickly, it's critical to resume normal operations as fast as possible.

IT managers and business leaders are often too overburdened with daily operations and administrative duties to address known issues, perform proactive maintenance or continually improve application service. Without expert guidance, it can be challenging to coordinate changes and upgrades and ensure that everything is optimized for operational effectiveness.

The Premium Support Plan provides the highest level of support throughout your partnership with Jama Software. A Technical Account Manager will align with your organization to work closely with your team to facilitate adoption and optimize Jama Connect for your business, keeping track of any issues your users may experience and the solutions they've employed.

When it's time to upgrade Jama Connect, we provide consultation to guide you through the upgrade process, the new capabilities, and the impact on your users.

PREMIUM SUPPORT PLAN BENEFITS

Named Technical Account Manager (TAM)

An assigned TAM will be a remote resource dedicated to your success, working closely with business and administrative owners. Some of the TAM's responsibilities include:

- Provide technical representation within the Customer's quarterly technical and strategic business review, in collaboration with the Jama Software Customer Success Manager. Advocate to review and manage all support tickets and proper escalation

- Provide training at each new release to promote smooth transitions between releases and provide your teams with the latest information on new features

- Act as Jama Software liaison for Customer global teams to have a designated technical resource for their support needs

- Provide an inside view into Jama Software's confidential architectural and product roadmap

Additional Benefits

Priority Response Times

Service Level Objectives (SLO) for Severity 2 and 3 issues receive priority responses. Easily see the progress of your tickets without contacting Jama, saving time and instilling confidence that high-severity issues are being properly escalated with corresponding urgency.

Six Named Support Contacts

Designate up to six support contacts within your organization to provide more flexibility in contacting Jama Software and reduce time to resolution.

Insider View

Premium Support Plan customers get a quarterly inside view of the architectural and product roadmap. Feature requests are elevated to the product team on your behalf.

SUPPORT RESPONSE TIMES

SUPPORT LEVEL	SEVERITY 1	SEVERITY 2	SEVERITY 3
Premium	1 hour	2 hours	8 hours
Enterprise Subscription License	24 hours	48 hours	72 hours
Legacy/Perpetual	48 hours	72 hours	96 hours

OPTIMIZED SERVICES

Adoption Management

Your TAM will manage user adoption over time, identify potential roadblocks, and work to clear those obstacles by aligning the appropriate Jama Software resources for you.

Usage Scenario Workshops

As new capabilities are released or your desired use of Jama Connect expands, a consultant will guide you through best practices aligned with your processes. This could include activities such as:

- Reuse
- Strategy
- Release Management
- Realigning business process to changes in your development process
- Test or Risk Management

These sessions will be held remotely for up to four hours twice per year.

Guided Upgrades

Your assigned TAM will guide you through the process of upgrading your self-hosted instance of Jama Connect. This includes outlining best practices to prepare for a successful upgrade and troubleshooting any issues that arise.

These sessions will be held remotely twice per year.

SUPPORT LEVELS BENEFIT COMPARISON

BENEFIT	ENTERPRISE/LEGACY/ PERPETUAL	PREMIUM
"24x7" critical issue support and "24x5" non-critical support	x	x
Severity-1 on-call support	x	x
Number of named support contacts	2-4	6
Enhanced custom pre-upgrade consultation		x
Guided upgrades		x
Quarterly technical and strategic business review		x
Faster SLOs for initial response times for severity 2 & 3 issues		x
Usage scenario workshop		x
Access to remote elastic search		x
Tactical/Operational meetings		Weekly
Named technical account manager		x
Quarterly view of product and engineering roadmap		x
High priority feature requests fast-tracked to product team		x
High business impact issues quickly analyzed and prioritized		x

Still Have Questions?

If you're interested in learning more about the Jama Software Premium Support Plan, please contact your Customer Success Manager for more details. This plan can be scaled based on your organizational needs.

ABOUT JAMA SOFTWARE

Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, software-defined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries. To learn more, please visit us at jamasoftware.com.