



SAAS, Global Payments Retail & Restaurant POS

Shared Support Plans

Definition: Client has unlimited access to SAAS Providers support channels. CRS provides Tier I & II Support direct to Client and facilitates Tier III Escalation as required with SAAS provider.

BENEFIT	DESCRIPTION	SAAS-BRONZE	SAAS-PLATINUM	SAAS-DIAMOND
SOFTWARE UPDATES	Software Updates & Enhancements are applied automatically to cloud-based products.	☑	☑	☑
SOFTWARE NOTIFICATIONS	Software updates are communicated through our digital channels on a weekly & monthly cadence	☑	☑	☑
CRS SUPPORT EMAIL BRIEFINGS	Email briefings include updates on the latest releases of your software. Information for general users and additional offers exclusive to Members.	N/A	☑	☑
TRAINING	Our POST IMPLEMENTATION “key-stroke” training covers the cursory use of standard features within your software. **MUST BE PRE-SCHEDULED	N/A	30 Minutes Per Month <small>(must be pre-scheduled)</small>	30 Minutes Per Month. Per Location <small>(must be pre-scheduled)</small>
TRAINING VIDEOS	Full Access to the CRS curated video library	☑	☑	☑
CRS SUPPORT EMAIL BRIEFINGS	Email briefings include updates on the latest releases of your software. Information for general users and additional offers exclusive to Members.	N/A	☑	☑
EMAIL SUPPORT	Email access to our Technicians generates a response within the outlined timeframes Monday - Friday 6:30am – 6pm MST (excluding statutory holidays)	N/A	4 HOUR RESPONSE <small>(guaranteed)</small>	4 HOUR RESPONSE <small>(guaranteed)</small>
HELP DESK SUPPORT	Help desk support relating to the troubleshooting and resolution of any SAAS Software operational malfunction and/or CRS Provisioned/Approved peripheral equipment. Daily 6:30am-6:00pm MST (Excluding Statutory Holidays)	N/A	UNLIMITED WITH TOLL FREE SERVICE	UNLIMITED WITH TOLL FREE SERVICE
AFTER HOURS SUPPORT	Help desk support relating to the troubleshooting and resolution of any SAAS Software operational malfunction and or CRS Provisioned/Approved peripheral equipment. Monday – Friday 6:00pm-9:00pm MST (Excluding Statutory Holidays)	\$250.00 PER HOUR	\$125.00 PER HOUR	UNLIMITED
EMERGENCY SUPPORT	SYSTEM DOWN - EMERGENCY Support Daily 9:00pm - 6:30am MST	\$350.00 PER HOUR <small>(Pre-purchased & billed in 1-hour increments)</small>	\$250.00 PER HOUR <small>(Pre-purchased & billed in 1-hour increments)</small>	\$125.00 PER HOUR <small>(Pre-purchased & billed in 1-hour increments)</small>
CONSUMABLES	All standard and special order consumable products	☑	10% DISCOUNT	15% DISCOUNT