Infrastructure Data | Support Levels

BRONZE - Technical Product Support

- Technical product support for licensed apps and modules
- Support available via ticket system or phone, between the hours of **09:00 - 17:00** NZ time
- Support Response Time: **2 Working Hours**
- Access to user guides, manuals and videos
- User/Administrator permission changes

Bronze support is included in SaaS fees at no additional cost

SILVER - Business Support

- **BRONZE** Technical Product Support, **plus+**
- Support available via ticket system or phone, between the hours of **08:00 - 17:00** NZ time
- Support Response Time: **1 Working Hour**
- Provision of assistance with data issues & problem solving support extending **beyond technical product support***
- Site maintenance

Silver support fee is +10% of annual Saas Fees

GOLD - Customer Success Partner

- **SILVER** Business Support, **plus+**
- Lutra. Customer Success Manager
- Assistance with **forms** rationalisation and development*
- Assistance with set up of **QR** code*
- Assistance with **dashboard** development*
- Assistance with development of **batch reports***
- Assistance with setup of **soft sensors***
- **Training Service:**
  - Provision of **5 days** product training to client and its personnel via virtual group training sessions and/or one on one sessions.
  - Provision of further **virtual training** services to Client during normal business hours at the Clients reasonable request*
- Proactive Client partnering to find value through the identification of best practise usage improvements and implementation support

Gold support fee is +20% of annual Saas Fees

*Lutra will apply commercially reasonable efforts to support the Customer and subject to any usage restrictions that may be imposed from time to time

Lutra.