

# Professional Services

## CERDAAC Support Offerings

Every SIMCO CERDAAC 4.0 customer has our Essential Support plan. Our Professional and Professional Plus plans offer additional guidance and support to help you relentlessly improve.

### COMPARE SUPPORT PLANS

**Essential** - Take advantage of the resources available with your SIMCO CERDAAC 4.0 subscription

**Professional** - Increase your productivity with access to the SIMCO Professional Services team

**Professional Plus** - Achieve your goals faster with a dedicated SIMCO Professional Services expert

Features & Pricing	Essential (Included)	Professional (\$550/mo)	Professional Plus (\$1,300/mo)
Online Help	X	X	X
Email Support	X	X	X
Phone Support Basic 10	X	X	X
Online Support Cases (System Admin Role)	X	X	X
Online Support Cases (System Admin & Manager Roles)		X	X
In-depth Technical Support		3 hrs/month	8 hrs/month
Dedicated PS Assigned			X
Online Support Cases (All Roles)			X
Discount off Standard Rate		24%	33%

# CUSTOM PROFESSIONAL SERVICES ENGAGEMENTS

For custom projects, SIMCO Professional Services can work with you to create a Statement of Work (SOW) to match your requirements. Projects include custom workflow, adding new sites, creating eForms, etc. Professional Services engagements start at \$1,920.

## FEATURE DEFINITIONS

### Email Support

System Administrator or Manager roles can email SIMCO Software Support at [software-support@simco.com](mailto:software-support@simco.com). Customers on the Essential plan will be limited to those described in Phone Support Basic 10.

### In-depth Technical Support

This provides access to Professional Services at a reduced rate. Hours are allocated monthly and can be used anytime during the current quarter. Unused hours expire each quarter. Includes:

- Best Practices
- Use-case Specific
- Reports
- Data Imports
- Administrative Cleanup

### Online Help

SIMCO CERDAAC 4.0 has extensive online help. Simply click on the Help link in the upper righthand corner of the app or click on the ? icon for context sensitive help.

### Online Support Cases

SIMCO CERDAAC 4.0 has a built-in support portal. This is accessed by clicking the link in the upper righthand corner of the app. The link is available to the subscribed roles who will be able to open and monitor support cases.

### Phone Support Basic 10

SIMCO provides 10 minutes of phone support per question or issue. Phone access is reserved for users with a System Administrator or Manager role. Questions and configuration modifications are limited to tasks that can be performed in 10 minutes or less. Acceptable modifications include adding a new item to a picklist, adding a new field, etc. Phone support is offered Monday – Friday, 9:00 am to 5:00 pm in the Continental US. SIMCO observed holidays are excluded.

If you are interested in upgrading your Professional Services plan, please contact your account representative.