



**With professional support from iConcur software, you can:**

- Deploy your software quicker.
- Build integrations between our software and your application life cycle management (ALM) infrastructure.
- Keep your system running at optimum performance.

## iConcur Customer Support

Increase the value of your investment in iConcur software

Solid support is critical when deploying and maintaining mission-critical applications. Your ability to make the most of your investment depends on how quickly and effectively you can put the technology to work. iConcur support programs provide the operational and technical expertise to help you deploy, maintain and integrate your software. Our professionals can help keep your applications running smoothly so that you can focus on building your business.

### Support Channels

iConcur support consultants can be contacted through numerous support channels, including:

- **Phone support** – iConcur support engineers provide expert assistance to help you in installing, integrating and optimizing your iConcur solutions.
- **Knowledgebase** – Continuously updated by iConcur support engineers with the latest tips and solutions, the iConcur support portal is a valuable tool when searching for information and resolve issues.
- **Remote access** – Using a variety of web-based tools, you can grant our engineers temporary control of your desktop for rapid troubleshooting leading to a quick solution.

**iConcur Premium Support** provides 24x7 support for severity 1 and 2 issues.

**Each Standard and Premium** support package gives your organization access to our best engineers.

**Our support packages** allow you to have a voice in shaping the future of our products.

Program details	Standard	Premium
Contract	1 year	1 year
Hours of coverage	Standard business hours	Standard business hours (24x7 for severity 1 and 2 issues)
Support channel	Web and phone	Web and phone
Number of cases	Unlimited	Unlimited
Integration support	No	Yes
API support	No	Yes
Response times	Initial and ongoing	Initial and ongoing
Severity 1	1 business hour	1 hour
Severity 2	4 business hours	2 hours
Severity 3	1 business day	4 business hours
Severity 4	2 business days	8 business hours

## iConcur Premium Support

iConcur's preeminent support agreement is a comprehensive package designed to meet the needs of our enterprise customers. The iConcur Premium Support program includes unlimited phone access to our senior-level support engineers for as many as four contacts from your company. You will receive one hour response times with 24/7 support for severity 1 and 2 issues. You'll also receive specialized support for using our APIs and for integrations between iConcur software and your infrastructure. And, perhaps best of all, you'll have a strong voice in shaping the future of our software by being able to submit enhancement requests through our support portal.

## iConcur Standard Support

The Standard Support agreement provides a similar level of service as the Premium Support agreement. However, assistance with the iConcur APIs and integrations is not included.

**Our predefined severity levels** help iConcur prioritize and address the issues that are affecting your organization.

**With Premium Support** your high severity issues will be covered 24x7x365.

## **iConcur Support Severity Levels**

### **Severity 1 (Urgent)**

A severe problem that impacts your use of the software in a production environment. Typically this is a rare problem that prevents your teams from using the software and no work-arounds exist.

### **Severity 2 (High)**

A problem where some important tasks cannot be carried out but the system is still functioning. In other words, the system can still be used in a limited manner but the end user's experience is severely diminished.

### **Severity 3 (Medium)**

A problem that causes interruptions in non-critical system operations. This generally causes a medium-to-low impact on your usage of the software.

### **Severity 4 (Low)**

A problem that causes minimal impact on your normal operations. These issues typically consist of general usage questions, minor problems with the tutorials or suggestions for enhancements.

**We also provide training**

iConcur also provides comprehensive training programs at public locations throughout the US and at facilities across the globe. For more information visit [iconcur-software.com/training.html](http://iconcur-software.com/training.html)

**Get started today**

Protect your investment in iConcur software and ensure the ongoing productivity of your enterprise with an iConcur support program. The help you deserve is only a phone call or email away.

**Contact iConcur customer support**

[support@iconcur-software.com](mailto:support@iconcur-software.com)

[iconcur-software.com/request\\_support.html](http://iconcur-software.com/request_support.html)

678-862-2532 phone

**Pricing**

Standard Subscription (1 year)	\$9,996
Premium Subscription (1 year)	\$15,497