

NEXTHINK ACCELERATE SERVICE DESCRIPTION

FEATURE PACK	SELECT FEATURES	NEXTHINK ACCELERATE PACKAGE			DESCRIPTION	SERVICE LEVEL OBJECTIVE (SLO)
		PRO	CHAMPION	ELITE		
Premium Support	Directly manage all level 1-3 support tickets	YES	YES	YES	Nextthink Premium Support manages all level 1-3 Nextthink platform support tickets. Level 1 (L1), Level 2 (L2), and Level 3 (L3). 24/7 support worldwide.	Premium Support Feature Pack follows a Service Level Agreement (SLA) and can be accessed at: https://www.nextthink.com/customer-outcomes-and-services/sows/
	Named representation of all support requests to internal teams (SAM)	YES	YES	YES	Provided a named Support Account Manager (SAM) as primary point of contact for break/fix support requests. Your named SAM works with support teams.	-
	Named point of escalation for urgent issues	YES	YES	YES	Your named Support Account Manager (SAM) is your primary point of contact for escalations and urgent issues. SAM is available by phone and private VPN.	-
	Validation of system's optimum performance	YES	YES	YES	Check set of defined metrics to validate system optimum function.	Recurring Daily
	Weekly support updates and monthly product management syncs	YES	YES	YES	Your named Support Account Manager (SAM) will provide support updates weekly helping your team make informed decisions with regular status updates about your Nextthink platform. Your SAM will coordinate Product Management calls monthly to influence future product direction.	- Support Updates are recurring on a Weekly basis. - Product Management Calls are recurring on a Monthly basis.
Platform Optimization	System configuration recommendations	NO	YES	YES	Recommendations on how to optimally manage your Nextthink Experience configuration (e.g. hierarchies, Engines, privacy, certificates, license distribution, etc.)	Next Business Day, if requested
	Technology integration recommendations	NO	YES	YES	Maintain integrations done during project implementations (limited to native Nextthink integrations). Address existing technology integration issues. Recommend additional technology integrations.	05 Business Days, if requested
Actionable Insights	Assigned Service Delivery Manager as point of contact	NO	YES	YES	Provided a Service Delivery Manager as primary point of contact. SDM will be Meeting at weekly basis, Support IT Internal Initiatives, Empower internal teams for usage and provides Status Reporting.	-
	Value Tracking	NO	YES	YES	Guide on the Organization's Value Tracking and Track it on Quarterly basis.	-
	Updates to key end user experience metrics	NO	YES	YES	Recurring weekly checks for set of defined Nextthink Experience metrics. Updates against an agreed upon set of defined metrics and analysis of reasons and recommendations.	Recurring on a Weekly basis
	Provide DEX Score benchmarking and trending reports	4 per year upon request	Provided every 2 MONTHS	Provided MONTHLY	Provision of DEX Score benchmarking and provision of trending reports on the status of the configured Nextthink DEX Score	03 Business Days, recurring based on Nextthink Accelerate Package
	Provide Deep Dive Analytics report	NO	YES	YES	Deep analysis to an area of focus using Nextthink Experience data. Deep Dive Analytics reports count towards the limits of Strategic Automations.	03 Business Days, if requested
Conduct initial Ticket analysis to find automation ideas	NO	YES	YES	Ticket analysis of customer ticket data to generate Use Cases for automation (done during onboarding phase only).	05 Business Days, limited to single time only	
Strategic Automation	Develop Portal Modules				Creation and maintenance of Portal modules (based on intake request form).	03 Business Days, if requested
	Nextthink Engage Campaign				Creation and maintenance of Nextthink Engage Campaign (based on intake request form).	03 Business Days, if requested
	Remote Actions				Creation and maintenance of Nextthink Act scripts (based on intake request form).	Depends on the complexity of the request.
	Investigations and Alerts	4 select features included per year; additional automation select features available at a fee (assessed quarterly)	24 select features included per year; additional automation select features available at a fee (assessed yearly)	Provided a Named Resource. 48 select Features included per year; additional automation select features available at a fee (assessed yearly)	Configure and maintenance investigations and/or alerts (based on intake request form).	01 Business Day, if requested
	Scores				Creation and maintenance of scores (based on requirements document filled in by Customer).	04 Business Days, if requested
	Update App Experience configurations				Updates of App Experience configurations (based on intake request form).	03 Business Days, if requested
	Provide NXQL/NQL to extend Nextthink data				Creation and maintenance of NXQL/NQL queries.	02 Business Days, if requested
Nextthink Accelerate Token	Tokens are used to purchase additional Strategic Automation select features or Deep Dive Analytics reports.	1 TOKEN = 1 Strategic Automation Select Feature or 1 Deep Dive Analytics Report				