



Reach success faster with our Support

The Packages

ESI Services offer several **Support Packages**. They have been made for support you in **reaching your project goals** and desired outcomes.

All include the **knowledge** base, the **reactivity** and the **follow up** of the Software Support. Take a look at the different options available to see which suits **your needs**.

Support Packages

Standard

Premium

Business

		Standard	Premium	Business
KNOWLEDGE BASE	Self-serve support	✓	✓	✓
	Contact support by email for incidents	✓	✓	✓
REACTIVITY	Business hours	✓	✓	✓
	First response time	48 hours	8 working hours	8 working hours
	First solution proposal time	5 days	2 days	2 days
	English support	✓	✓	✓
	Local language support		✓	✓
	Remote support		✓	✓
	Standard global ticket report		✓	✓
FOLLOW UP	Personalized ticket report			✓
	Access to dedicated support expert			✓

Knowledge Base

- Quicker problem-solving including a self-serve support
- Raise the bar and distribute knowledge across your team
- Support employee growth and development

Proactive Support Expert

- Ensure project operational performance
- Personalized support management
- Get a personalized and continuous guidance for your use cases

Contact your Sales for Subscribing

Let's Go!