

Nintex has you covered with new and improved service offerings



Platinum Support is a new offering from Nintex that gives customers true enterprise-ready service.

BENEFITS INCLUDE:

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24 x 7 phone, chat, and email support

Global "follow-the-sun" support model – agents working on your issue 24 hours a day, 7 days a week, 365 days a year



Four-hour response time

Nintex support will attempt to contact you within four hours of your issue submission



Eight hours of migration guidance with a support engineer

Brand new offering for customers planning on migrating to new hardware, platforms, or to the cloud

Nintex is also offering enhancements to Premium Support customers:

- Phone and chat contact now available for 24x5 coverage
- Eight-hour response time
- Global support

Benefits	Software Assurance	Premium Support	Platinum Support
New Software Releases	Y	Y	Y
Online, Email and Chat Support	Y	Y	Y
Phone Support	Ν	Y	Y
Support Hours	8x5	24X5	24X7
Initial Response time	Best Effort	8 hours	4 hours
Non-Production Licenses Per Product License	1:1	Unlimited	Unlimited
Global Coverage	No	Yes	Yes
Migration Guidance	No	4 hours	8 hours

Let us help you get the coverage you need. Email sales@nintex.com to schedule your consultation.

