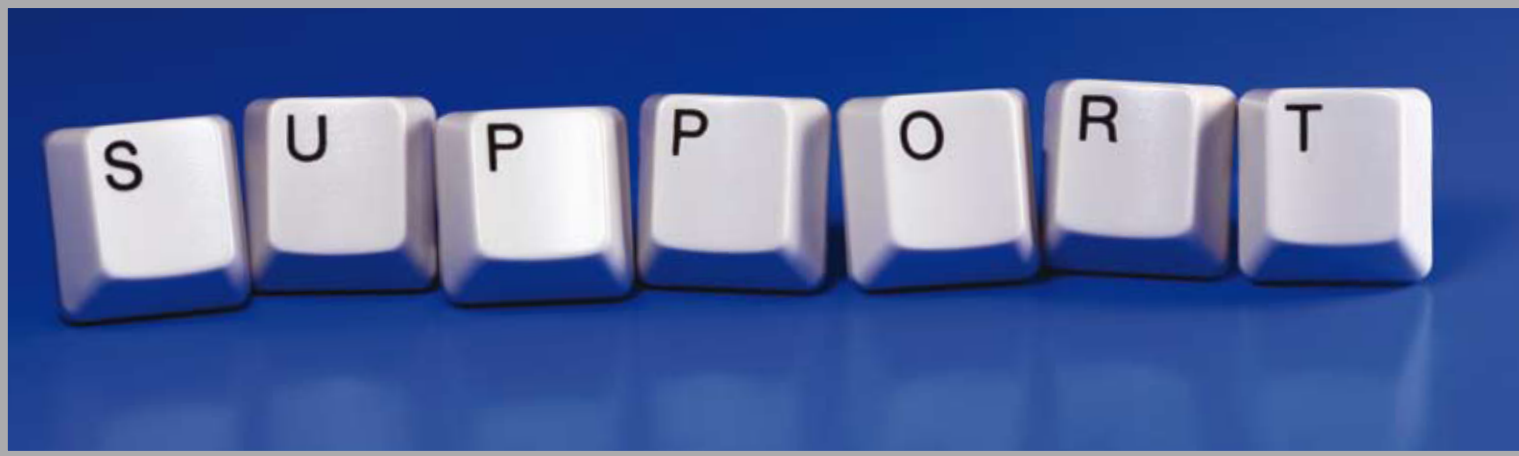


# Kognitio Customer Support



## Overview

Your complete satisfaction is our top priority at Kognitio. We know how important it is for us to be there when you need our assistance and to deliver more than just average support.

We are committed to exceeding our customers' expectations in every way, from delivering outstanding and robust analytical database software to providing you with an exemplary customer experience throughout the testing, deployment and ongoing production stages.

Kognitio offers Premium and Standard tiers of service to address the support requirements of any organization. Both levels of service offer access to Kognitio's world-class support organization and infrastructure. The support offerings include up to full 24 x 7 coverage and response times as rapid as just 1 hour, helping you to achieve optimal productivity and competitive advantage.

## Helpdesk and self-service portal access

Kognitio's technical experts and engineers are just a phone call away. Kognitio also provides comprehensive support via email as well as its online, self-service user support portal, where clients can log and track the progress of their support incidents.

As well as providing access to documentation that contains vast amounts of problem-solving information, clients can also access Kognitio's continuously updated knowledgebase. This online bank of information can allow clients to get answers to their questions fast.

## Software updates and maintenance releases

All support packages offer free access to the latest software updates and maintenance releases. With ongoing support for the latest revision as well as current editions, clients can rest assured that Kognitio will support their ongoing investment in using Kognitio's products.

## Features Matrix

	Premium	Standard
FAQ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Software Updates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance Releases	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to Self-Serve Online User Portal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to Online Knowledgebase	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Technical Support Coverage	24x7 Critical	8x5 Mon-Fri
Response Rates	1 hour response	1 hour response