

Deltek Customer Care

Support Plans at a Glance

| | | Standard Care | Premium Care | Premium Plus Care | Select Care |
|------------------------------------|---|-----------------------|--------------|-------------------|------------------|
| Assisted Support | Telephone Support | Initiate cases online | ✓ | ✓ | ✓ |
| | Web and Email Support | ✓ | ✓ | ✓ | ✓ |
| | Chat Support | ✓ | ✓ | ✓ | ✓ |
| | Number of Authorized Support Contacts | 2 | 5 | 7 | 10 |
| | Live Support Availability | | | | |
| | Business Support | 8 x 5 | 12 x 5 | 12 x 5 | 12 x 5 |
| | Mission-Critical Support | | 24 x 5 | 24 x 5 * | 24 x 7 |
| | Annual Case Limits for On-going Support | 10 or 20 Cases | Unlimited | Unlimited | Unlimited |
| Online Support | 24 x 7 Access to Deltek Customer Care Connect Website | ✓ | ✓ | ✓ | ✓ |
| Service Levels for Response | | | | | |
| Enhanced Support | Response for Severity 1 Case | 24 hours | 2 Hours | 1 Hour | 1 Hour |
| | Response for Severity 2 Case | | 4 Hours | 3 Hours | 3 Hours |
| | Response for Severity 3 Case | | 8 Hours | 8 Hours | 6 Hours |
| | Response for Severity 4 Case | | 24 Hours | 24 Hours | 8 Hours |
| Value-Add Support | Named Single Point of Contact | | | ✓ * | ✓ |
| | Direct Access to Level 2 Support | | | ✓ | ✓ |
| | Dedicated Customer Forums | | | ✓ | ✓ |
| | Proactive Case Reviews | | | ✓ * | Bi-weekly |
| | Pre-Hot Fix Notification | | | | ✓ |
| Product Development | Hot Fixes | ✓ | ✓ | ✓ | ✓ |
| | 1099 and Magnetic Media Updates | ✓ | ✓ | ✓ | ✓ |
| | Regulatory & Tax Updates | ✓ | ✓ | ✓ | ✓ |
| | Service Packs | ✓ | ✓ | ✓ | ✓ |
| | New Releases & Enhancements | ✓ | ✓ | ✓ | ✓ |
| | Participation in Customer Advisory Councils | | | | ✓ |
| | Semi-Annual Product Roadmap Reviews | | | | ✓ |
| Education | Deltek User Conference Admission | | | | ✓ |
| | Deltek University Discount on Public Classes | | 10% | 10% | 20% |
| | Deltek University Online Learning Portal Access | | | 5 licensed users | 5 licensed users |

*Premium Plus Care customers with >400 employees receive two 24x7 emergency support weekends, and 6 (consecutive) weekly case review meetings with a named Sr. Advisor, per annual maintenance period.

Cloud customers should review our Cloud Solutions datasheet for details on our Cloud Support options.