

# SmartSuite Premium Support

Elevated support for mission-critical workflows



## Overview

When SmartSuite is running your **GRG program, IT operations, or cross-functional workflows**, you can't afford slow responses or uncertainty when something goes wrong. **Premium Support (SKU: SUP-PRM)** adds an extra layer of protection on top of standard support—prioritizing your issues, accelerating resolution, and giving you a **named Technical Account Manager (TAM)** as your main point of contact inside SmartSuite.

Your TAM understands your environment and coordinates senior support engineers, product and engineering liaisons, and executive escalation when needed. Premium Support also includes proactive guidance on releases and upgrades, roadmap alignment, and a structured feedback loop—so you can plan ahead, not just react.



## Who Premium Support is for

Premium Support is designed for organizations that:

- Run **mission-critical GRC, IT, or operational workflows** on SmartSuite
- Have **regulatory, audit, or uptime expectations** where delays are costly
- Need clear **SLAs, escalation paths, and executive visibility** for critical incidents

Want **proactive visibility into releases and roadmap** and a stronger voice in product direction



### Priority response when it matters most

High-severity incidents are acknowledged and triaged faster, with clear response targets and escalation paths.



### Dedicated Technical Account Manager

A named TAM who knows your environment, coordinates complex cases, hosts guidance sessions, and advocates for your needs inside SmartSuite.



### Smarter, coordinated troubleshooting

Access to senior support engineers and product/engineering liaisons for issues that span configuration, data, integrations, or infrastructure.



### Proactive releases & roadmap alignment

Briefings and guidance around upcoming releases, upgrades, and roadmap items so you can plan changes—not be surprised by them.



### Executive visibility & influence

Structured escalation to SmartSuite leadership when stakes are high, and priority consideration for Product Advisory Council opportunities as your relationship deepens.

## Core elements of Premium Support

### Priority response SLAs & enhanced coverage

Defined, accelerated response targets for Sev1/Sev2 incidents and priority routing of critical cases to senior engineers.

### Technical Account Manager (TAM)

Your primary contact and advocate inside SmartSuite—responsible for understanding your environment, coordinating support activity, and driving proactive improvements.

### Senior support engineer access

Complex issues are handled by experienced product specialists who work with your TAM to coordinate diagnosis and resolution across teams.

### Proactive guidance on releases & upgrades

Regular touchpoints to discuss upcoming releases, potential impacts, and recommended upgrade paths for your SmartSuite environment.

### Executive-level escalation path

For critical situations, your TAM manages a structured escalation route to SmartSuite leadership, ensuring executive awareness and follow-through.

## Onboarding Deliverables

### Elevated support posture

Premium Support enhances standard support with:

- **Priority SLAs** for high-severity issues (e.g., Sev1/Sev2)
- **Priority routing** to senior support engineers
- A **named TAM** who owns your support relationship and escalation path

### TAM-led engagement

Your Technical Account Manager:

- Learns your environment, workflows, and success metrics
- Hosts regular check-ins to review open issues and trends
- Coordinates complex cases across support, product, and services
- Provides guidance on releases, upgrades, and configuration risks
- Manages executive escalation when needed

Proactive planning & feedback

### Premium Support includes:

- Release and upgrade briefings
- Roadmap alignment conversations focused on your use cases
- A structured feedback channel for feature suggestions and gaps

Priority consideration for **Product Advisory Council opportunities** as the relationship matures



## Your Premium Support team

### Technical Account Manager (TAM)

Your primary point of contact and advocate inside SmartSuite. The TAM understands your environment and workflows, coordinates support activity, manages escalations, and hosts guidance and roadmap sessions.

### Senior Support Engineers

Experienced product specialists who handle complex, multi-layer incidents that go beyond basic troubleshooting. They diagnose issues that may involve configuration, data, integrations, or infrastructure.

### Product & Engineering Liaisons

Contacts within our product and engineering teams engaged by your TAM when cases reveal product bugs, feature gaps, or roadmap opportunities—ensuring the right items get visibility and prioritization.

### Executive Leadership Access

As a Premium Support customer, you have structured access to SmartSuite's executive leaders—not only for critical escalations but also for periodic strategic alignment discussions about your roadmap and long-term partnership.

## How Premium Support fits with other services

- **Onboarding Services** – get your first Solutions and workflows live and your early teams productive.
- **Advisory & Implementation Services** – design your roadmap, align to frameworks, implement domain workflows, and connect SmartSuite to your ecosystem.
- **Managed Services (Expert on Demand)** – provide ongoing monthly capacity to enhance workflows, add Solutions, maintain integrations, and adopt new features.
- **Training & Enablement Services** – build deeper skills in admins, builders, and GRC/IT/PMO teams, plus Academy and certifications.
- **Premium Support** – ensure a strong support posture with SLAs, a TAM, proactive guidance, and executive escalation.

Expert on Demand evolves your implementation. Premium Support keeps your mission-critical SmartSuite environment protected and aligned.

## Quick FAQ Snapshot

### How is Premium Support different from standard support?

Standard support provides best-effort response and access to our help center. Premium Support adds **priority SLAs**, a **named TAM**, **senior engineer routing**, **structured escalation**, and proactive release/roadmap engagement.

### How is Premium Support different from Expert on Demand?

Premium Support is **incident- and support-focused**—keeping you online and unblocked. **Expert on Demand** is a **managed services program** that provides hours per month for configuration, enhancements, integrations, and advisory work. Many customers use both.

### Do all Premium Support customers get a Product Advisory Council seat?

Not automatically, but **Premium Support customers are prioritized** for Product Advisory Council opportunities, giving them a stronger voice in SmartSuite's long-term roadmap.

### Who will we work with day-to-day?

Your **TAM** is your primary contact. They coordinate support engineers, product/engineering liaisons, and executive engagement as needed.

**Ready to plan your SmartSuite Onboarding?**

**Talk with your SmartSuite account team to:**

- Choose the right Onboarding program (Starter, Growth, or Enterprise)
- Align Onboarding with your initial GRC, IT, PMO, or operations use cases
- Map how Onboarding will hand off into Advisory & Implementation, Expert on Demand, and Training & Enablement

**Launch SmartSuite with confidence—on a foundation your teams can build on.**