



# Kinaxis Premier Support

## **Proactive. Personalized. Proven.**

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Supply chains are complex. Getting the support you need to make the most of them shouldn't be. At Kinaxis, we understand the complexities of your business and the important role your supply chain plays. That's why we put as much effort into supporting our products as we do into building them.

Your success is our top priority. Every customer gets access to our support experts as part of our standard support program. But for those who want a next-level experience, we offer Premier Support, delivering 1-on-1 guidance, expert advice, pro-active health monitoring and fast response times.

## How does Premier Support work?

Premier Support helps you manage your RapidResponse implementation with expert support and help offerings designed to deliver peace of mind and proactive monitoring of growth trends, performance and other usage analytics.

### Proactive

Understand potential issues and risks before they impact your operations with monthly health reports and regular review calls. Get ahead of new innovations and best practices with ongoing knowledge sharing initiatives.

### Personalized

Whether you have how-to questions, technical issues or need to troubleshoot, your dedicated Premier Support Manager (PSM) is your single point of contact to get expert answers fast and advocate on your behalf. You'll also be assigned a Senior Service Operations Analyst intimately familiar with your RapidResponse environment to handle all your support cases.

### Proven

Get the help you need when and where you need it. With Premier Support, our support services are available to you 24 hours a day, seven days a week – even on weekends and holidays – anywhere in the world. We guarantee a response time of 30 minutes or less for critical issues.

## Premier Support features

- 24x7 support across multiple time zones, including weekends and holidays
- Single point of contact with a dedicated Premier Support Manager
- Fast response times – under 30 minutes for critical issues
- Access to Senior Product Support experts
- Proactive performance monitoring to mitigate risks and potential issues
- Continuous product innovation and knowledge sharing sessions
- Monthly health reports and regular review calls



Kinaxis' strong support services and commitment has helped us accelerate our deployment of RapidResponse. We've been able to stay ahead of potential issues and reduce performance risks as our implementation and usage continue to grow."

**ANTOINE PETIT,**  
**GLOBAL SUPPLY CHAIN PLANNING SYSTEMS, SCHNEIDER ELECTRIC**

## What comes with your Premier Support plan?

	Standard	Premier
Faster response times		•
Dedicated premier support manager		•
Number of support contacts	2	5
Proactive solution monitoring		•
Service reporting		•
Cases handled only by senior staff		•
Reserved hardware for case triage		•
Enhanced upgrade service		•