



LITHIUM SUPPORT

Lithium Support Plans to Meet Your Needs

Whether you're new to Lithium or a long-time customer, you want to drive the most value from your Lithium solution, and Lithium Customer Support is committed to provide the assistance you need to meet your business objectives. With a multifaceted approach that combines various touch points, expert consultation, and periodic reviews, Lithium Support is designed to keep your social platform at optimal performance.

Beyond Community-Based Support

All Lithium customers receive a robust level of customer support and system maintenance (including software upgrades) as part of our Standard Support offering. Whether you have "how-to" questions, technical issues, or require ongoing education on the Lithium platform, we will give you fast, expert assistance to get you back on track as quickly as possible.

Enterprise-level support for mission critical environments.

For those of our customers who desire faster response times and a more personalized experience, Lithium offers Premium Support—recommended for enterprise-level deployments and all others who require the fastest response to all of your support issues regardless of severity.

	Premium Support	Standard Support
Technical Account Manager (TAM)	<p>A shared technical point of contact who provides:</p> <ul style="list-style-type: none"> Case management of tickets logged via Case Portal Monthly tactical meetings to facilitate case resolution and review active support incidents. Incident Prioritization Prioritized Bug resolution Prioritized Case queuing Prioritized Escalation processing On-Going Education (ensures access to the latest Lithium resources, review of current releases and new features) 	N/A
Email support	Included	N/A
Community support	Included	Included
Online Case Portal access & support	Included	Included
Coverage Hours	24x5	Regional
Severity 1 Initial Response SLA	15 minutes (24x7x365)	15 minutes (24x7x365)
Severity 2 Initial Response SLA (excluding published public & company holidays)	2 business hours	4 business hours
Severity 3 Initial Response SLA (excluding published public & company holidays)	4 business hours	1 business day
Priority queuing for support ticket resolution	Prioritized	Standard
Named customer contacts entitled to log a support ticket	20	10

For customers who have an extreme need for service and a large enough critical mass with Lithium, our Elite support offering provides an unmatched level of service. Contact your Account Representative to see if Elite would be a good fit for you.

Technical Account Manager—The Premium Difference

Our Technical Account Managers (TAM) are experienced generalists with excellent analytical and communication skills. As your designated, named point of contact, s/he has a passion for delighting our customers and helping them achieve complete success using Lithium. Your TAM will also walk you through new product and functionality updates to ensure you understand and can take advantage of additional features.



Incident Prioritization

TAM reviews cases to ensure proper prioritization and coordinates discussions between various Lithium teams as needed to develop technical responses to your issues.



Incident Handling & Reviews

TAM reviews each incident upon arrival and monitors progress until closure, and provides proactive status reports and regularly scheduled meetings at your preferred cadence.



Escalation Path

TAM moderates all case escalations—reporting progress and resource requirements to you until closure.



Hotline to Product Development

TAM attends review sessions with Lithium engineering to ensure necessary critical fixes are scheduled and rolled into the proper release vehicle.

To Learn More

For additional information about or to request a demonstration, please contact your Lithium Account Representative or visit lithium.com.