

# General Support & Service-level Agreement Options

Choose the Support Level that Best Suits Your Organization

Orchard Software has consistently ranked high in customer support and we intend to maintain that level of customer satisfaction. Keeping your Orchard products running smoothly to support your laboratory operations is our goal.

Orchard's advanced service options may be optimal for your lab if you are interested in:

- Faster technical support response time
- Access to Tier II technicians when you call
- Premium upgrade package for detailed projects



## Orchard Technical Support Overview

We offer several support levels and options so that each customer can select the support level that meets their business needs and budget.

Orchard's technical support is available via phone, online, or email 24/7/365. The Technical Support Center is fully staffed Monday through Friday, from 7am to 7pm (Eastern Time), with the exception of holidays. During weekends, evenings, and holidays, a limited staff is available for frontline support to address support issues that classify as Critical or High.

Service Description	Silver	Gold	Platinum
Global support 24/7	🍃	🍃	🍃
Satisfaction survey with ticket close	🍃	🍃	🍃
Access to Orchard Resource Central	🍃	🍃	🍃
Basic upgrade project package	🍃	🍃	
Faster initial response time		🍃	🍃
Remote client training		🍃	🍃
Premium upgrade of project package			🍃
Monthly reports of tickets created			🍃
32 hours of remote professional services			🍃
Response from Tier II or higher			🍃

## Take Advantage of the Added Benefits of Upgrading Your Support Level

We take pride in our superior customer support and your satisfaction is important to us. Orchard's advanced levels of support can help keep your information system running at maximum capability, allowing you to gain product knowledge so you can use the system more effectively.

There are three support levels available: Silver, Gold, and Platinum. This table includes an overview of what service options each support level contains.

## Support Response Times

Orchard utilizes a support ticket system to log issues as they arrive. Technical Support Specialists return customer calls within the callback times defined in their Service-level Agreement (SLA). During business hours, approximately 98% of all opened tickets are responded to within two hours. During off hours, approximately 98% are responded to within four hours.

One-on-one technical assistance from our highly proficient support team is available whenever you need guidance. Also, with any of our support options, software upgrades are included and available as they are released for installation at your convenience.



## Need Help With That LIS Project You Haven't Found Time to do?

Each Orchard support level includes support for projects, such as a software upgrade; however, the depth of Orchard involvement is dependent on the level you choose.



Orchard's **Basic Upgrade Project** package is included with Silver and Gold support. Projects are scheduled with Orchard's support team and a simple project plan is provided and followed. Project start and completion are communicated via email.



Orchard's **Premium Upgrade Project** is included with Platinum support, but can be purchased with other support levels, if desired. A premium project includes a more detailed project plan, ongoing communication, and assignment of a dedicated Technical Support Specialist.

## Extra Help When You Need it—Orchard Professional Service Support

Orchard also offers additional assistance with special tasks through its Professional Services, which are charged at an hourly rate. These tasks include assistance with:

- Custom reports (SSRS)
- Mapper Script changes
- Interface reconfiguration
- Installation of NCD/ICD/LCD codes
- Custom queries
- Configuration of projects from how-to articles distributed by Orchard
- Assistance with laboratory relocation
- Adding or replacing a new instrument with a different interface type

**Contact us today to upgrade your support level and gain the most benefit from your Orchard products!**



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