

# Fueling Customer Success With Comprehensive Support

Binary Tree’s professional Customer Support services give you the level of guidance you need to ensure you can successfully complete your migration journey – and you can even maintain that support long after it’s completed, just to make sure you’re successful. Standard Support is complimentary for all purchases of Binary Tree software. For more advanced support options, you can choose from a variety of support plans to fit your needs. And you will be partnering with the best in the business – our rolling 18-month average rating of customer satisfaction is 9.38 out of 10! Our dedicated support experts will make sure that your needs are met and your questions are answered, with initial responses expected within 4 hours.



**Binary Tree’s customer support combines responsiveness with precise expertise to help you meet your project goals.**



## **GUIDANCE**

Move content to Office 365

- › Average satisfaction rating greater than 9 out of 10
- › Help to complete your transformation project successfully
- › Meet your targets and goals with guidance, quick responses and expert knowledge



## **RELIABLE**

Expert support solutions

- › 24x7x365 Standard Support available with all Binary Tree software purchases
- › Four-hour initial response SLA for all cases submitted
- › Answers to general knowledge questions and access to online Knowledge Bases
- › Access to product experts



## **OPTIONS**

Choose Your Support Plan

- › Higher levels of support available through Advanced, Premier (sold separately) or Cloud Support to assist all project types
- › Select support plan length to fit your specific needs
- › Cloud Support included for Software as a Service solutions
- › Advanced Off-hours Support available at all hours for weekend and night project

**Learn More** about Binary Tree Support, and **Start Planning Today!**  
[www.binarytree.com/support/](http://www.binarytree.com/support/)



**BINARY TREE**<sup>®</sup>  
Powering Enterprise Transformations<sup>®</sup>



**SUPPORT**



## Standard Support

Complimentary Binary Tree Support:

- > Included with all software purchases
- > 24 hours a day, 7 days a week, 365 days a year
- > Support on basic functionality of the software



## Advanced Support

Advanced Support adds on to Standard Support with:

- > Access to our team of product experts
- > In-depth advanced troubleshooting includes remote screenshare
- > Includes a limited time of complimentary product configuration services



## Premier Support

Premier Support includes everything that **Advanced Support** offers, plus:

- > Premier Support cases get priority in the Support queue
- > Assigned Customer Success Manager (CSM)
- > Two four-hour remote Binary Tree Product Health Checks  
*(Included when you purchase a 12-month Premier Support Plan)*



## Cloud Support

Included with Binary Tree Software as a Service solutions:

- > Access to our team of cloud product experts
- > Cloud Support is included within the license cost for Power365 and Power365 Directory Sync.
- > Power365 Tenant-to-Tenant Essentials offering included for Migration workload purchases

**Learn More** about Binary Tree Support, and **Start Planning Today!**

[www.binarytree.com/support/](http://www.binarytree.com/support/)