




# 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. You can choose from Standard – complimentary for all purchases of Binary Tree software solutions – or Advanced Support. 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



**STANDARD**  
Complimentary Support

- › Complimentary email support with all Binary Tree Software
- › 24x7x365 Support & 4 Hour SLA
- › Answers to general knowledge questions and access to online Knowledge Bases
- › Submit requests via email or through Online Support Request at BinaryTree.com



**ADVANCED**  
Choose Your Support Plan

- › Access product experts via a Binary Tree Support Plan
- › Phone support available during Advanced Support hours - M-F 3:00 am – 8:00 pm (US EST)
- › Have Standard Support requests escalated, per case review
- › Unlimited access to product expert during support plan
- › 1, 3, 6 or 12-month support plan increments

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