

Essentials Success Program

Our purpose is to ensure that our customers succeed. We do this by putting client success at the forefront of everything we do. Through years of industry-specific experience and thousands of client engagements, we bring best practices to bear to maximize the success rate of your product development process. We are dedicated to helping you achieve your business goals with Jama Connect®.

SUCCESS SERVICES CATALOG

The catalog contains a variety of solutions that enable your team to achieve your business outcomes using Jama Connect®. The types of offerings available in the [catalog](#) include:

OFFERING	DEFINITION
Training Resources	Recorded expert tutorials that give you the flexibility to learn at your own pace and on your own schedule. Live, public webinars that review leading practices and insights with industry experts. Also includes recurring live Jama Connect training sessions.
Consulting	Personalized, expert consulting offerings are structured around specific business outcomes such as compliance, increasing quality, and improving process efficiency.

The Essentials Success Program Contains:

- Unlimited access to online training resources
- Up to 6 Consulting offerings per subscription period

Full catalog of Solution Offerings can be found at www.jamasoftware.com/success

Example Path to Onboard Jama Connect

- **Self-Guided Onboarding**
 - JamaLlama AI Assistant
 - Best Practice Knowledge Base
- **Expert Consulting As Requested**
 - Jama 101 and Admin Tutorials
 - Consulting offering(s), e.g. Review Workflow, Test Management
- **Measure**
 - Monthly Traceability Compliance reporting
- **Optimize**
 - Optimization working sessions with consultant
 - Monthly public trainings for new users



Customer Success Team

The Essentials Success Program was designed to enable your success using data-driven insights and best practices — helping you maximize the value of Jama Connect and achieve your desired business outcomes.

Customer Success Management (CSM) Team - INCLUDED

The CSM team offers customers engagement through onboarding, account monitoring and usage guidance. Throughout the year the CSM team will offer you proactive advice — focused on your program's overall health — delivered through personalized outreach.

Includes:

- Access to a Customer Success Management team
- Yearly Renewal Discussion
- Digital Engagement
- Ad-Hoc Discussions

Jama Solutions Team - INCLUDED

The Solutions team is responsible for providing mentorship to help our new and existing customers achieve sustained value from Jama Connect.

- Consulting and services offerings from the Essentials Success Services catalog to achieve your desired outcomes
- Functional experience in requirements management and test management processes

Choose your path from the **Success Services Catalog - (up to 6 offerings)**

Program Monitoring - INCLUDED

Our Customer Success Management team has access to tools and data to monitor your programs' performance. Customers will also receive additional proactive and personalized recommendations for improvement.

Benefits

As product usage and utilization of Jama Software's success services are monitored, the Customer Success Management team will be able to use data-driven insights to offer best practices and resource recommendations to ensure you achieve your desired business outcomes.



Enterprise Technical Support

Software Services

Software Updates & Maintenance Releases - INCLUDED

Jama Software regularly updates the Software, its backend, and its supporting infrastructure — and makes these updates available to its customers.

Software Services

Technical Support - INCLUDED

Customer's Designated Support Contacts may submit support requests to Jama Software via the Approved Ticket Submittal Method. Once a support request has been received, the Technical Support Engineer handling the ticket will acknowledge receipt and respond within the Response Time related to the Priority selected when the ticket was opened.

Accessed via:

- Online Ticket Submission
- Chat

Availability

These are the standard business hours during which Jama Software Support services are provided. When a Support Request is opened after Regular Support Hours or during those designated US Holidays, the Technical Support Engineer will contact the customer during the next business day.

- Support Hours: Sunday 10:00PM - Friday 6:00PM PST

Language

This is the language in which the Jama Software Technical Support Engineers will respond to a support request

Named Support Contacts

Named Support Contacts are Users who are key personnel identified by Customer to serve as primary liaisons between Customer and Jama Software Engineers for technical support. The Customer shall notify Jama Software whenever Named Support Contact responsibilities are transferred from one individual to another.

- Includes four (4) Named Support Contacts

Response Time

- A Jama Technical Support Engineer will respond to a support request from a Designated Support Contact, provided it is submitted according to Approved Submittal Methods. Response time is associated with issue Severity (set by the Designated Support Contact submitting the ticket). Response time is measured when the ticket is submitted via the CRM system. For severity definitions and response times, please visit <https://support.jamasoftware.com/>

At Your Side Throughout Your Journey

Our Success Programs were designed to ensure your success with Jama Connect. With our Essentials Success Program, we'll surround your team with deep industry and product expertise. We are here throughout your entire journey to help you maximize the value of your investment and achieve your business goals.

With the Essentials Success Program, you can expect:



Faster time-to-value To achieve desired business outcomes Increased added strategic value



A simplified renewal process Optimized relationship Improved overall satisfaction





Still have questions?

If you're interested in learning more about Jama Connect or our Customer Success Programs, please visit: www.jamasoftware.com/contact

For existing Jama Software customers, please reach out directly to your Customer Success Manager.



ABOUT JAMA SOFTWARE

Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, softwaredefined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries. To learn more, visit us at:

www.jamasoftware.com