DATASHEET

SERVICES DESCRIPTION

Enterprise Premium Support Plan

Our purpose is to ensure innovators succeed. Client success is our top priority. With Jama Connect®, we are committed to helping you reach your business goals. And when challenges arise, we understand how critical it is to get back to normal operations swiftly.

Our Premium Support subscription offers the highest level of support for your Jama Connect deployment(s) throughout your subscription term. This service prioritizes your organization's support needs, backed by enhanced service levels and our most experienced Support Engineers.

Designed to resolve issues quickly, Premium Support allows your team to stay focused on creating exceptional products.

PREMIUM SUPPORT PLAN BENEFITS

Priority Response Times

With Premium Support, our most experienced Support Engineers will manage your organization's support needs. They work directly with your business and administrative leads to ensure seamless, ongoing assistance throughout your subscription term.

Priority response times are outlined on the next page, compared to the standard enterprise subscription, so you can see exactly how your support urgency is elevated.

Up to Six Named Support Contacts (NSCs)

You can assign up to six named support contacts per production environment, giving your team the flexibility to connect with Jama Software directly. This ensures fast issue resolution and uninterrupted momentum.

Customer Success

Your dedicated Customer Success Manager will be an ongoing partner in your success. They'll conduct quarterly business reviews, act as a liaison for your global teams, and coordinate resources across Jama Software to meet your objectives. Additionally, they'll provide annual insights into Jama Connect's confidential architecture and product roadmap, giving you strategic guidance for planning ahead.

Guided Upgrades (Self-Hosted)

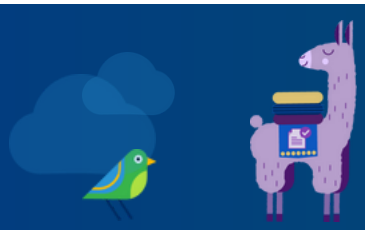
For self-hosted Jama Connect deployments, our team provides comprehensive upgrade support. We'll collaborate with you to review your hardware specifications, memory, and data size, ensuring your system is ready for the update. With expert guidance, proven best practices, and remote troubleshooting (up to twice a year), we help you complete upgrades smoothly and efficiently.

Service-Level Initial Response Times

SLA Tier	SEV 1	SEV 2	SEV 3
Enterprise Premium	1 hr	2 hr	8 hr
Enterprise	2 hr	24 hr	48 hr

Service Levels Benefit Comparison

BENEFIT	ENTERPRISE	ENTERPRISE PREMIUM
“24x7” critical issue support and “24x5” non-critical support	x	x
Severity-1 on-call support	x	x
Number of named support contacts	4	6
Prioritized queue; faster response times for issues		x
Guided upgrades		x
Quarterly business review		x
Annual view of product and engineering roadmap		x



STILL HAVE QUESTIONS?

If you’re interested in learning more about the Jama Software Premium Support Plan, please contact your Customer Success Manager for more details. This plan can be scaled based on your organizational needs.

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, software-defined 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.
Visit jamasoftware.com to learn more.