

# Advanced Support That's Right for You

SugarCRM Support Services provides you with top-tier tools and experts to help you get the most from your solution and keep your environment running at peak performance. We save you time by getting you answers faster and allowing you to focus more on your core business. Our team is dedicated to helping you maximize return on your investment and overcome challenges that keep you from getting clear insight into your customers' needs. Let the platform do the work by keeping it in peak performance. [or] Let our services team help do some of the work with you.

## Access to Sugar Experts Who Can Help You Achieve More

Imagine the time you could save with access to Sugar's award-winning customer experience experts. Engage in a way that's most convenient for you, including phone, email, portal, and chat support. Our in-house Support team is available within region and ready to help on topics ranging from upgrades and improving automation, to modifying the user interface and data objects, and customizing our applications via API. If you require heightened levels of care, our Premium Support customers gain access to Sugar's global and most senior support staff.

## Mitigate Risk and Downtime

SugarCRM Support Services is here to help you troubleshoot problems and resolve issues quickly, allowing you to focus on other business-critical activities. Whether you are running your CRM solution in the cloud or on-premises, we can address requests ranging from guidance on best practices to break-fix and problem resolution.

## Consistent Support Contact to Increase the Speed of Case Resolution (Premium Support Only)

Once a Support case is open, your Sugar customer service rep stays with that case all the way through to resolution, so you don't have to explain your case to multiple Sugar Support team members. This approach decreases the time to case resolution so you can get back to what matters most.



Support

### Tailored to Your Needs ///

Choose from a variety of support levels to match response times to your needs and keep your Sugar instance running at peak performance.

### Support Within Your Region ///

With Sugar offices in the United States, EMEA, and APAC, you can get support during your working hours from experts in your region.

### Focus on Your Priorities ///

Put your time and energy into revenue-generating activities and delighting your customers – leave the complex support issues to Sugar Support Services.

### On-Premises or In the Cloud ///

Our Sugar experts can help you be successful with any supported version of Sugar, whether you are in SugarCloud or in an on-premises deployment.lifelong relationships.

# Your Key to No Roadblocks

SUPPORT TYPE	PREMIUM	ENHANCED	STANDARD*	BASIC**
Authorized Support Contacts	8	6	4	2
Support Response Hours	24x7 (for P1 cases)	12x5	12x5	8x5
Support Response Geography	Global	Region Specific	Region Specific	Region Specific
P3 SLA	12 Premium Business Hours†	1 Business Day	1 Business Day	2 Business Days
P2 SLA	4 Premium Business Hours†	4 Business Hours	4 Business Hours	1 Business Day
P1 SLA	1 Hour	1 Business Hour	2 Business Hours	4 Business Hours
Case Submission via Web Portal	x	x	x	x
Access to SugarClub Community Support	x	x	x	x
Email Support	x	x	x	x
Phone Support	x	x	x	
Priority Phone Queue	x	x		
Live Chat Support	x	x		
Enhanced P1 Initial Response SLA	x	x		
Matched SLAs for Sandboxes	x	x		
Priority Case Routing	x	30-day post sale		
Access to All Global Support Centers	x			
Access to Dedicated Senior Team	x			

\*Standard Support is included with Sugar Market, Sugar Sell, Sugar Serve, and Sugar Enterprise

\*\*Basic Support is included with Sugar Professional

†Premium Business Hours apply only to the Premium Support tier and span the support windows of all regions combined.

## About SugarCRM

SugarCRM helps sales teams reach their highest potential. Companies choose SugarCRM to cut through complexity, prioritize opportunities, and increase upsell using the resources they already have. SugarCRM is ideal for complex, relationship-driven industries – such as manufacturing, wholesale and distribution – looking to accelerate growth and drive smarter decision-making.

Learn more at [www.sugarcrm.com](http://www.sugarcrm.com)