

RadixAssure Support Plans

Radix IoT is dedicated to providing customers with best-in-class service regardless of how big or small your deployment is. There are times, however, that it makes sense to have dedicated support at your fingertips. As a result, Radix IoT offers the RadixAssure service program, which includes several premium options. These plans are priced based on your project size and scope.

	License Only	Basic	Enhanced	Premium
Level Of Support	L1 / Forum	L1 / Forum	L1 / L2	L1 / L2 / L3
SLA	N/A	Basic	Enhanced	Premium
Cost	\$0	\$	\$\$	\$\$\$ ^A
SAAS / Hosting	No	Yes	Yes	Yes
Radix IoT Cloud Site	No	Yes / No	Yes	Yes ^B
Upgrades	Extra Cost	Extra Cost ^C	Yes	Yes
Upgrade Frequency	N/A	Yearly	Twice Yearly	Twice Yearly
Support Hours	5x9 ^D	5x9 ^D	5x9 ^D	5x9 ^D (24/7 Extra Cost)
Site Down Response	N/A	Per SLA	Per SLA	Per SLA
Adds, Deletes & Changes	Extra Cost	Hours Included ^E	Hours Included ^E	Hours Included ^E
Questions & Answers	L1 / Forum	Per SLA	Per SLA	Per SLA
Training	Videos / Docs	Videos / Docs	1 Per Year	2 Per Year
System Health Checks^F	Extra Cost	Yearly	Twice Yearly	Twice Yearly
Suggestions^G	With Health Check	With Health Check	Included	Included
Fixes	With Health Check	With Health Check	Included	Included

^A Varies on size/deal

^B Not applicable for some clients (self hosted)

^C Extra cost if NOT on the Radix IoT Cloud

^D Monday - Friday 8am - 5pm CST

^E Hours based on contract

^F Review logs, review application performance metrics

^G Application tuning, better way to do X, Y, and Z

Standard Service Level Agreement (SLA)

Basic

Priority	Acknowledgment	Resolution
Priority 0	12 Hours	24 Hours
Priority 1	24 Hours	As Agreed by Parties
Priority 2	Best Effort	Best Effort
Priority 3	Extra Cost / Forum	Extra Cost / Forum

Priority 0: Major impact (software down). An error that cannot be reasonably circumvented and which is an emergency condition that significantly restricts company or an end user's ability to use the software to perform necessary business functions.

Priority 1: Moderate impact (software crashing/hanging). An error that restricts company or an end user's ability to use one or more portions or features of the software to perform necessary business functions, but does not completely restrict use of the software.

Priority 2: Minor impact (performance/operational impact). An error that restricts the company or an end user's ability to use one or more portions or features of the software to perform a necessary business function, but which can be reasonably circumvented.

Priority 3: No error. A request for general support, installation questions or new feature requests.

NOTE:

- All time in business hours unless otherwise noted.
- Business Hours: Monday-Friday, 8am-5pm CST.
- Resolution timer starts at time of acknowledgment.

Enhanced

Priority	Acknowledgment	Resolution
Priority 0	8 Hours	16 Hours
Priority 1	16 Hours	20 Hours
Priority 2	24 Hours	32 Hours
Priority 3	Best Effort	Best Effort

Premium

Priority	Acknowledgment	Resolution
Priority 0	1 Business Hour or 24 Hours, whichever is shorter	4 Business Hours or 72 Hours, whichever is shorter
Priority 1	4 Hours	8 Hours
Priority 2	12 Hours	24 Hours
Priority 3	2 Business Days	As Agreed by Parties

Please contact sales@radixiot.com for further information and pricing options.