

ClientSpace Service Plan | Comparison

The charts below outline the services and hourly limits for each service plan level

	Bronze	Silver	Gold
Application Tech Support <ul style="list-style-type: none">Defect reporting and repairVersion update deployment	✓	✓	✓
Consultancy Help Desk <ul style="list-style-type: none">General questions and “how to” cases.	✓ 1 Hour / Month (All Tiers)	✓ 2 Hours / Month (Tier 1, 2, & 3) 4 Hours / Month (Tier 4 & 5)	✓ 3 Hours / Month (Tier 1, 2, & 3) 6 Hours / Month (Tier 4 & 5)
Service Experience <ul style="list-style-type: none">Assigned Product ConsultantQuarterly ClientSpace Review Call	✗	✓	✓
Ongoing Quality Assurance Monitoring <ul style="list-style-type: none">Proactive monitoring and reporting of exceptionsProactive monitoring and reporting of data/application interfaces	✗	✓	✓

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Process Configuration* <ul style="list-style-type: none">• Setup and maintenance of workflow channels that enable the system to create cases, tasks, notifications, and dataform records when configured conditions are met.• Configuration of additional email templates that get sent when the configured conditions are met.• Configuration of core business rules on individual dataforms. These rules assist with data validation by providing hard and soft errors based on field values. <p><i>* Any required consulting, brainstorming, and custom development is not included.</i></p>	✗	✓	✓
Security Administration <ul style="list-style-type: none">• Department/Role Administration• Report Security• Module Security• Workspace Security• Organization Security• User Setup	✗	✓	✓

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Reporting <ul style="list-style-type: none">Business intelligence dashboards and report configuration	✗	✓ 2 Hours / Month (Tier 1, 2, & 3) 4 Hours / Month (Tier 4 & 5)	✓ 3 Hours / Month (Tier 1, 2, & 3) 6 Hours / Month (Tier 4 & 5)
Data Collection and Presentation <ul style="list-style-type: none">Addition and maintenance of fields to existing dataforms and creation of new dataforms.Dataform maintenance including field display conditions, configuring standard rules, and setting up right menu links.Configuration of workspace landing pages and user home pages using our built-in widgets and Business Intelligence Reports.	✗	✗	✓

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Additional Services			
• Business Process Consulting	×	×	×
• Email Add-in			
• Client Specific Training			
• Configuration and Maintenance Imports			
• Merge output development			
• Existing API modifications or setup of new API interfaces			
• Development of custom business rules and logic			

To get your questions answered or obtain pricing, please submit a Case in the ClientSpace Extranet.