

MARINER

Mariner's Support

Services are designed to offer just the help you need, when you need it. Both our Standard and Enterprise program levels provide you with scheduled monthly on-premise visits, monthly blocks of time for expert assistance and ad hoc services to ensure service-level agreement (SLA) conformance.

For more information:

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Core
Group



Support Services

Get just the help you need to maximize your investment

Delivering Value

Mariner's Support Services offer access to a wealth of Microsoft-certified experts for our customers that do not have internal or dedicated resources to manage the ongoing support and maintenance of our implemented solutions, these services specifically address the use and ongoing support of Mariner applications built on the Microsoft business intelligence platform.

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Providing Measurable Benefits

We are dedicated to helping our customers with continuous improvement by providing scheduled, ad hoc modifications and maintenance. Mariner Support Services are designed to:

- Reduce project transition risk
- Support application changes
- Minimized downtime
- Provide quick and thorough resolutions
- Give you direct, easy access to Mariner consultants

Mariner Support Services

Our support specialists are Microsoft-certified and experienced with your business intelligence or performance management application. We offer two support programs to ensure that you get exactly the support you need. Both our Standard and Enterprise level agreements locate a team member at the customer site and another working remotely.

Standard Support – Monthly Service Features

- 16 hours of scheduled on-premise time
- 40 hours of discretionary support services
- 8 hours of telephone & email support
- Telephone & email support price based on actual consumption
- Next business day response
- Task backlog management
- Contiguous blocks of support time
- Flexibility to upgrade to Enterprise anytime
- 12, 18, or 24 months contracts available

Enterprise Support – Monthly Service Features

- All Standard Support Services features above
- Plus 8 additional hours of monthly scheduled on-premise time
- Plus 40 additional hours of discretionary support services



Mariner's Support Services maximize the return on your investment by: easing user adoption through increased responsiveness; providing just the amount of support needed based on your application and your in-house team's skill set and availability; and having your Mariner experts available when and where you need them.



Request Support

Contact Michael McCarthy
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