

Otelier Enhanced Support Overview

Otelier has your back! Our Industry standard support is available to you 7 days a week, ready to help you get the most out of our platform. Leverage our AI agents or work directly with our team to help you support data flow, report bugs and master our products, giving you the edge in your daily operations!

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Advanced Data Monitoring
 Proactive outreach and data policy support for source system configuration & delivery repair
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Enhanced SLAs
 Quicker resolution and escalation times active and direct incident communication
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On Demand Support Reporting
 Issue and resolution recaps and insights utilization reporting to maximize product use data policy enforcement reporting

Our Offerings

Rightsized for your business and Otelier portfolio – dedicated experts ready to work with your properties to ensure consistent and accurate reporting.

Offering	Description	Standard	Enhanced
Real-Time Tier 1 Support	Access to Otelier Support Portal, Phones and Email	✓	✓
Product Bug Reporting	Expert Bug Catching: Prompt Escalation of uncovered system or integration impacts	✓	✓
Data Ingestion monitoring and reporting	Dedicated file processing team ensures all data received is promptly processed	✓	✓
Access to knowledge base and Guidance	Explore hundreds of articles to help maximize use of our platform	✓	✓
System health monitoring	Ensure and react to uptime maintenance and processing delays	✓	✓
Enhanced Support SLAs	24/7, 365 Tier 2 support	⊗	✓
Advanced Integration Support Services	Ensure your data is flowing with support of your technical integrations	⊗	✓
Performance Dashboard	Direct access to issue type and data on support issues	⊗	✓
'On Demand' / Quarterly Performance Analysis	Analysis and insights on issues reported and resolved through support	⊗	✓
Named Support Team	Direct Escalations to a dedicated tier 2 team	⊗	✓
Data Submission Delivery Monitoring	Proactive monitoring and alerts ensure your data is received, processed and available	⊗	✓

Severity Based SLAs

Severity	Target Overview	Enhanced Support
Critical (P0)	Critical or complete loss of functionality including critical integrations	Response Time: Within 30 minutes Restore Functionality: 2 hours assuming no code level changes Resolution Time: Within 36 hours Status Updates: Every 2 Hours Root Cause Report: Within 15 days
Major (P1)	Highly obstructed use and limited workaround including single property integrations	Response Time: Within 60 minutes Restore Functionality: 2 hours assuming no code level changes Resolution Time: Within 48 hours Status Updates: Every 4 hours
Moderate (P2)	No major obstruction – workaround available	Response Time: Within 2 hours Resolution Time: Within 72 hours
Minor (P3)	Minor or cosmetic issues	Response Time: Within 4 hours Resolution Time: Future release