

# Advanced Technical Support

## Taking Integrify Beyond a Standard Installation

We know our customers sometimes want more than a standard Integrify installation to meet the needs of their technical environment or business requirements. To help accommodate these additional needs, Integrify can provide Advanced Technical Support.

## What Advanced Technical Support Covers

### For all Types of Licenses

- Installation and configuration of the SAML Client add-on (SSO)
- Integrify database schema consultation (for Reporting, DB tasks, DB bound question types)
- Advanced troubleshooting of non-bug related Integrify issues
- User import assistance
- Any configuration changes to out-of-the-box Integrify\*
- Technical consultations related to Integrify via phone/desktop sharing

### For Cloud Licenses

- Database Access and Administration tasks
- Application of specific access security policies

### For On-Premise Licenses

- Integrify Application installations
- Integrify Application updates
- Integrify Application migration to new host

*\* Using the Integrify internal user database for authentication and all other standard installed defaults.*

## Purchasing ATS Hours

Advanced Technical Support (ATS) can be purchased to support additional technical setup and configuration. ATS hours can be purchased individually or in blocks at a discount.

- 4 hour block – prepaid @ \$800 to be used at their discretion
- Per hour basis @ \$240/hour (charged per 15 minute increments)

ATS hours can be purchased through your account manager or through our support system.

*NOTE: After hours support is charged at time and a half. Normal business hours are 8am-6pm EST.*

*Our Advanced Technical Support team can help you set up Integrify to meet the special requirements of your environment.*

