

Optimal IdM offers a customizable Supplemental Off-Site Support Package (SOSSP) that is tailored to meet your custom support needs. You only purchase the amount of supplemental hours you require.



<p>How does the plan work?</p>	<p>The SOSSP is a retainer of off-site consulting hours. You determine the approximate number of hours that you believe you will need on a monthly basis to support your infrastructure. A monthly fee is then determined and built into a 6 month, year or multi-year contract.</p> <p>Using our on-line system, you designate who in your staff has the ability to open support cases. The hours can be used for troubleshooting production issues, acting as a liaison to another software support department, or to address specific IdM consulting questions.</p> <p>You decide how and when to use the monthly support hours. This allows you to have an IdM specialist available to you without the hassles of executing a new contract/SOW for your on-going identity management needs.</p> <p>If in any month you exceed the number of support hours specified, you are billed at set time and materials rate for off-site support that is built into the contract.</p>								
<p>What is included?</p>	<p>You decide how the hours are used. Below is a sample of how you can use the hours:</p> <table border="1" data-bbox="295 1014 1555 1182"> <tr> <td>Email and Telephone Support</td> <td>Interface with third party vendors to discuss product issues</td> </tr> <tr> <td>Planning & Deploying New Applications</td> <td>Custom Deployment Questions</td> </tr> <tr> <td>Data Conversions/Migrations</td> <td>Maintaining Existing Deployment Infrastructures</td> </tr> <tr> <td>Troubleshooting Production issues</td> <td>Upgrades and Patches</td> </tr> </table> <p><i>Also included: Product Email Alerts Newsletter Updates Product Announcements</i></p>	Email and Telephone Support	Interface with third party vendors to discuss product issues	Planning & Deploying New Applications	Custom Deployment Questions	Data Conversions/Migrations	Maintaining Existing Deployment Infrastructures	Troubleshooting Production issues	Upgrades and Patches
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<p>Cost</p>	<p>The actual cost of the support plan will vary according to your needs. An Optimal IdM Sales Representative can assist with determining the pricing based on your needs.</p>								
<p>Contract Length</p>	<p>The SOSSP is available in 6 month, year or multi-year contracts with discounts provided for yearly and multi-year contracts.</p>								
<p>Response Times (SLA)</p>	<p>Response time is 2 to 4 hours during Optimal IdM business hours*</p> <p>Response time is 12 to 24 hours outside of Optimal IdM business hours.</p> <p>(*Optimal IdM business hours are Monday thru Friday 8AM to 5PM - Eastern Time Zone)</p>								
<p>Benefits</p>	<ul style="list-style-type: none"> • An Optimal IdM consultant is always available to answer your questions. Standard support contracts from software vendors usually handle production support issues only, not detailed deployment and implementation questions. • The added assurance that your deployment is supported in the event of a major outage. • The ability to purchase additional on-site consulting at a substantial discount only offered to support contract customers. 								