

# CM Support

Content Manager is a robust, flexible, highly configurable enterprise-wide system that can truly help organisations conduct their business more efficiently and professionally.

With flexibility comes complexity, and often some help is required.

WyldLynx has you covered with a comprehensive support plan to suit you.



## Features and Functionality



- ✓ Multiple levels to suit your needs
- ✓ Options that include annual CM upgrades and patches
- ✓ Inside 1 hour response available
- ✓ Discounts on custom development
- ✓ Access to SmartTools suite
- ✓ Support provided by certified Content Manager specialists

### Support Level

| Platinum   | Gold  | Silver  | Bronze  |
|--|---|---|---|
| Unlimited tickets<br>1 hour response L1<br>2 hour response L2<br>24 hour response L3<br>20 SRs/month<br><b>Annual Upgrades</b><br>Technical Health check<br>Account Manager<br>Monthly Analysis check<br>Monthly Meetings<br>Support Portal<br>Free WL SmartTools®<br>15% off Dev costs<br>15% off Consultancy | Unlimited tickets<br>1 hour response L1<br>2 hour response L2<br>24 hour response L3<br>10 SRs/month<br><b>Annual Upgrades</b><br>Technical Health check<br>Account Manager<br>Monthly Meetings<br>Support Portal<br>10% off Dev costs<br>10% off Consultancy | 5 tickets/month<br>4 hour response L1<br>8 hour response L2<br>48 hour response L3<br>5 SRs/month<br>Technical Health check<br>Support Portal | Pay-per-ticket<br>24 hour response L1<br>24 hour response L2<br>48 hour response L3<br>Pay-per-SR |

*“ I don't know where we'd be without your support! ”*

User Feedback

Ticket = Incident Response; SR = Service Request; L1 = Major Incident (>7 users impacted); L2 = Significant (>3); L3 = Minor (1-3)

Visit [wyldlynx.com.au/services/support](http://wyldlynx.com.au/services/support) for further information

**Portfolio Expert**  
Secure Content Management

**Microsoft Partner**

**MICRO FOCUS**  
Gold Partner

Would you like to learn more about our Content Manager Support Plans, and how they can benefit you?

Contact us **today!**

Information Management & Governance

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