

Support Package

Genius Inside provides Basic and Premium support plans to address the needs of our diverse customer base. For enterprise deployments and organizations that require assistance beyond basic technical support, Genius Inside offers various premium options to ensure our clients can extend their support services with us throughout the lifecycle of Genius Project.

Support Package	Basic*	Premium		
		Bronze	Silver	Gold
Email technical support	✓	✓	✓	✓
Software updates	✓	✓	✓	✓
Online help/documentation & tutorials	✓	✓	✓	✓
Unlimited email user support		✓	✓	✓
Post implementation consulting		8H	32H	64H
Genius Server maintenance (only On-Premise)			✓	✓
Software customization			Available	Available
Training sandbox				✓
Development sandbox				✓
Dedicated support representative				✓
Yearly Cost				
< 25 users (Project Manager & Team Member)	Included	\$ / €	NA	NA
25 < 50 users (PM & TM)	Included	\$ / €	\$ / €	NA
50 < 200 users (PM & TM)	Included	\$ / €	\$ / €	\$ / €
200 > users (PM & TM)	Included	NA	\$ / €	\$ / €

* Included in SaaS subscription fees and purchased annual maintenance plans for installed deployments.

- **Email technical support** - The Genius support team will respond within 24 hours of submission and provide service during regular business hours.
- **Software updates** - All major & minor updates are available for download for On-Premise customers. The software is automatically updated for On-Demand customers.
- **On-line help/documentation & tutorials**- Via the Genius Project solution, clients can access help and documentation (e.g. User and Admin Guides). Access to numerous video tutorials on key Genius Project features accessible via the Genius Inside website.
- **Unlimited email user support** - Do you have questions on how to use a feature? This service provides you with additional user support beyond technical issues to respond to any question concerning standard usage of the software (excluding setup guidance).
- **Post implementation consulting** - An assigned consultant will provide you with a personalized follow-up service, including setup guidance, based on the number of hours included in your subscribed support plan.
- **Genius Server maintenance** - We provide software updates (1 minor and 1 major per year) to your Genius Project Server, all emergency fix-packs and technical support on server issues or crashes.
- **Software customization** - Genius Inside (or partner) could customize Genius Project software on customer's request and requirements.
- **Training sandbox** - Genius Inside will provide a separate training sandbox environment as a part of the deployment of Genius Project.
- **Development sandbox** - Genius Inside will provide a separate development sandbox environment for customer testing and development prior to moving into production.
- **Dedicated support representative** - Assigned support resource will be dedicated to customer accounts strictly to respond to and address technical issues.