

Celonis Premium Support

Celonis offers 24/7 1st level support for Celonis Intelligent Business Cloud (IBC) customers around the globe. Celonis Premium Support includes phone and service desk access to the support team on a twenty-four hour, seven days a week basis. We understand that Celonis is a mission critical application for many of our customers, so we have invested in a service that supports software of that importance. Celonis Premium Support is provided in addition to the Support included in the applicable Support Services Description according to Customers agreement.

1. Who you'll be working with

Your support contacts are Celonis 1st Level Support Engineers that have passed all product certifications that Celonis offers. Their knowledge is at parity with our Celonis delivery team and in some cases our Celonis development team. Additional Technical Engineer from 2nd level, a Proactive Support Engineer and Support Delivery Manager are part of the team. This is our commitment to make sure that you are successful.

1.1 Standard vs. Premium Support Overview

	Standard Support	Premium Support*
Operating hours	Mo - Fr Business hours only	Mo - Sun 24 hours
Initial Response Times		
Priority 1	2h	2h
Priority 2	24h	4h
Priority 3	48h	12h
Priority 4	96h	24h
Contact methods	Phone / Support Portal	Exclusive Phone* / Support Portal
Proactive Support Engineer (shared)	-	Y
Technical Engineer (shared)	-	Y
Support Delivery Manager (shared)	-	Y
Automated SLA reporting	-	Y
SLA reviews	-	Y

1.2 Proactive Support Engineer

Proactive support engineers help customers running by hosting customer enablement webcasts. These webcasts cover a variety of topics from new product changes and enhancements to best practices and lessons learned. Additionally, they familiarize your team with all of Celonis' support resources, like our service desk and knowledge base.

1.3 Technical Engineer

Technical 2nd level support engineers have specialized knowledge about Your specific setup and environment. Upon Your specific consent the Technical Engineer may have access to Your Celonis Intelligent Business Cloud. Additionally, they have direct access to product managers and developers in order to deploy technical fixes quickly where they are needed.

1.4 Support Delivery Manager

Support delivery managers help steer and prioritize any support related requests. Any product or scenario related workshops are facilitated by them, including requests for product enhancements.

2. Methods of Contact

The Celonis Support Service includes the standard phone support which is available during normal business hours Monday – Friday as well as our online support and ticketing systems.

The Celonis Premium Support includes an additional Exclusive Phone Support which is available 24/7 only to premium support customers. Contact details are released to you when your subscription begins.

3. SLA Reporting and Review

3.1 SLA Reporting

Premium Support contracts provide for service level KPIs on initial and ongoing response times. SLA reporting automatically makes performance against these KPIs available to you at any time.

3.2 SLA Review

Support Delivery Managers orchestrate meetings to review the Premium Support performance against contracted service levels. Frequency of these meetings will be agreed with the customer. Corrective actions will be initiated, where needed. In addition, the current support setup will be reviewed and altered based on any upcoming business changes