

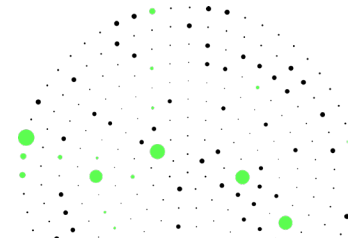
Celonis Premium Support

Celonis offers 24/7 1st level support for Celonis Execution Management System (EMS) 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 EMS 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. The Celonis Premium Support is only available for a fully deployed Celonis Execution Management System (EMS).

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 with our Celonis development team. Additional Technical Engineer from 2nd level, a Proactive Support Engineer and Support Delivery Manager are part of the team.





1.1 Standard vs. Premium Support Overview

	STANDARD SUPPORT	PREMIUM SUPPORT (EXCLUSIVELY FOR FULL EMS)
OPERATING HOURS	Mo – Fr Business hours only	Mo – Sun 24/7/365 for critical incidents
FIRST QUALIFIED RESPONSE		
SEVERITY 1, CRITICAL	2h	2h
SEVERITY 2, SEVERE	24h	4h
SEVERITY 3, MEDIUM	48h	4h (on business days)
SEVERITY 4, MINOR	96h	1 business day
CONTACT METHODS	Phone/Support Portal	Exclusive Phone*/ Support Portal
PROACTIVE SUPPORT ENGINEER (SHARED)	-	✓
TECHNICAL ENGINEER (SHARED)	-	✓
SUPPORT DELIVERY MANAGER (SHARED)	-	✓
AUTOMATED SERVICE REPORTING	-	✓
SERVICE REVIEWS	-	✓

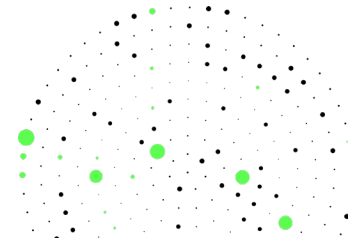
1.2 Proactive Support Engineer

Proactive support engineers support customers 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 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. Service Reporting and Review

3.1 Service Reporting

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

3.2 Service Review

Support Delivery Managers orchestrate meetings to review the Premium Support performance against KPIs. 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

