Enterprise Support Services
Feature Comparison

	Basic	ProSupport	ProSupport Plus
Remote technical support	9x5	24x7	24x7
Covered products	Hardware	Hardware Software	Hardware Software
Onsite hardware support	Next business day	Next business day or 4hr mission critical	Next business day or 4 hr mission critical
Automated issue detection & proactive case creation		●	●
Self-service case initiation and management		●	●
Access to software updates		●	●
Priority access to specialized support experts			●
3rd party software support			●
Assigned Technology Service Manager			●
Personalized assessments and recommendations			●
Semiannual systems maintenance			●

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