



Gradian Value-Added Products

At a Glance Guide

Below is a summary of Gradian's Value-Added Product deliverables. For further information, please contact your Account Manager on +44 (0)1276 534771.

Feature	Vendor Support	Gradian Advanced Support	Gradian Managed Run
8x5 Availability	✓	✓	✓
24x7 Availability	✓	✓	✓
Software Releases	✓	✓	✓
Unlimited Service Incidents	✓	✓	✓
Webex Support On-Demand	✓	✓	✓
Support Guide		✓	✓
Defined Service Level Objectives (SLO)		✓	✓
Co-operative Support Escalation		✓	✓
Remote Support on Demand		✓	✓
Telephone Support, Email Support, Web-Based Case Management		✓	✓
Management Escalation of Critical Issues		✓	✓
Advice on Product Upgrades		✓	✓
On-tap Configuration Advice		✓	✓
Solution Enhancement Recommendations		✓	✓
Virtual Technical Account Manager (V-TAM)		✓	✓
Technical Account Manager (TAM)			✓
Ongoing "Get Well" Action Plan			✓
Bi-Annual Health Checks			✓
Product Upgrade Planning			✓
Regular Service Reviews			✓
Unplanned Downtime Prevention			✓
Configuration Change Management			✓
Unlimited Configuration Changes			✓
Minimum Term (Months)	n/a	12	12
Billing	n/a	Installment	Installment
Quick Start Discount	n/a	15%	25%



Crown
Commercial
Service
Supplier