



Benefits of a Zeytech Support Plan

Our operational and development support plans provide an expert support team with clear response times, business hours coverage, budget-friendly emergency options, and a team that truly cares.

What you get:

- Proactive monitoring to ensure quick issue resolution
- Rigorous testing to maintain functionality
- Transparent reporting to track time spent
- Advanced support to handle complex issues beyond internal capabilities
- Feature enhancements to prioritize tracking, visibility, or deferral for budget management

Through our service desk and ticketing system, tasks are ordered and completed as quickly as possible, based on the severity of the situation. Support requests can be submitted through our customer web portal, a dedicated client support email address, or by phone. Responses and actions are taken during our regular business hours.

Severity	What's the situation?	How does Zeytech respond?	Response time
<i>Critical</i>	Completely blocked operations or a production system is down	Stop other tasks and work towards immediate resolution	Immediate
<i>Major</i>	Normal functionality is interrupted	Propose a solution with planned implementation	Same Business Day
<i>Minor</i>	A problem resulting in minimal or no operational interruptions	Schedule time to address problems alongside other tasks	1 – 2 Business Days
<i>Enhancement</i>	Improvements or addition to current systems or processes	Discuss business requirements and plan for implementation	1 – 2 Business Days

Who you get:

- A technical lead for your specific app, site, service, or system
- Our talented internal developers' combined knowledge
- The entirety of our team for your operational and solution architecting needs

Do you have a need for more than just support by the hour? We also offer resource plans with rate discounts for pre-planned capacity commitments.