

CM Support

Content Manager is a robust, flexible, highly configurable enterprise-wide system that can truly help organisations conduct their business more efficiently and professionally.

With flexibility comes complexity, and often some help is required.

WyldLynx has you covered with a comprehensive support plan to suit you.



Features and Functionality



- ✓ Multiple levels to suit your needs
- ✓ Options that include annual CM upgrades and patches
- ✓ Inside 1 hour response available
- ✓ Discounts on custom development
- ✓ Access to SmartTools suite
- ✓ Support provided by certified Content Manager specialists

Support Level

Platinum	Gold	Silver	Bronze
Unlimited tickets 1 hour response L1 2 hour response L2 24 hour response L3 20 SRs/month Annual Upgrades Technical Health check Account Manager Monthly Analysis check Monthly Meetings Support Portal Free WL SmartTools® 15% off Dev costs 15% off Consultancy	Unlimited tickets 1 hour response L1 2 hour response L2 24 hour response L3 10 SRs/month Annual Upgrades Technical Health check Account Manager Monthly Meetings Support Portal 10% off Dev costs 10% off Consultancy	5 tickets/month 4 hour response L1 8 hour response L2 48 hour response L3 5 SRs/month Technical Health check Support Portal	Pay-per-ticket 24 hour response L1 24 hour response L2 48 hour response L3 Pay-per-SR

“ I don't know where we'd be without your support! ”

User Feedback

Ticket = Incident Response; SR = Service Request; L1 = Major Incident (>7 users impacted); L2 = Significant (>3); L3 = Minor (1-3)

Want more information about our CM Support plans and how they can help your organisation?

Contact us today!



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