

# Concierge Support Fact Sheet

From Experian Data Quality



## Experian Data Quality concierge service packages

Experian Data Quality (EDQ) Concierge packages provide our Clients with support and services unparalleled in the industry. Concierge Clients are able to directly access EDQ's most experienced Software Analysts and Consultants, enjoy the benefits of an enhanced Service Level Agreement (SLA) for response times, and take advantage of a range of Professional Services, best practice consulting, and training. Regardless of which package you select, EDQ Concierge makes it easy for Clients to get the level of support their business requires.

## What can Experian Data Quality's Concierge do for you?

### Easy access to the experts

Whether it's through our Concierge phone lines or utilizing our self-service portal, you get direct access to our most experienced Software Analysts. The EDQ Concierge team is made up of senior-level analysts from across each of our product lines. So not only will you get direct access to the highest level of knowledge available, you'll have that knowledge for the exact product line you need assistance with.

### Reduced costs and easier budgeting

The bundled Professional Services hours and training available through Concierge makes budgeting for customizations and training even easier, and at a significantly lower cost than if purchased separately. Clients can even purchase additional Professional Services hours at a discounted rate\* if required.

### Faster responses and more available services

All of our Concierge packages come with priority call and case routing. Our Premier and Elite Concierge packages come with enhanced SLAs, providing our fastest response times for support inquiries and/or requests. Clients also receive the benefit of either an annual or bi-annual Data Best Practice assessment, providing a detailed analysis of your data quality solutions, suggested workflow, and integration enhancements, as well as best practice recommendations to improve data quality and client experience.

Benefits that are bolded indicate upgraded benefits when compared to the previous EDQ Concierge package.

\*Client must have an active Concierge package in order to receive discounted Professional Services rate.

### EDQ Concierge Standard package: \$15,000

- Unlimited support
- Access to our Concierge team
- Concierge phone line for priority routing
- Up to 20 hours of professional services and training

### EDQ Concierge Premier package: \$30,000

- Unlimited support
- Access to our Concierge team
- **Concierge Premier phone line**
- **Up to 40 hours of professional services and training**
- **Concierge Premier SLAs**
- **Annual Data Best Practice assessment**

### EDQ Concierge Elite package: \$50,000

- Unlimited support
- Access to our Concierge team
- **Concierge Elite phone line and priority case routing**
- **Up to 75 hours of professional services and training**
- **Concierge Elite SLAs**
- **Bi-annual Data Best Practice assessment**

## Terms and Conditions:

### EDQ Concierge Package Pricing

1. EDQ Concierge packages are valid for 12 months and will renew automatically unless otherwise specified in your Agreement.
  - a. Contact your EDQ Account Executive for billing and payment options
  - b. The cost of Concierge packages are in addition to any Licensed Materials specified in your Agreement
2. EDQ Concierge packages are based on flat rate pricing and are inclusive of all features and benefits contained within the package. The addition or removal of certain features and/or benefits is not allowed.
3. Initial EDQ Concierge package pricing is as follows:
  - a. Concierge Standard – \$15,000
  - b. Concierge Premier – \$30,000
  - c. Concierge Elite – \$50,000
4. EDQ Concierge packages may be subject to future price increases on an annually renewable basis.
5. Clients must have the following in order to utilize Concierge packages:
  - a. Client has a current and fully executed governing Agreement in place with EDQ
  - b. Client has a current license for all applicable License Programs, Data Sets, and/or Services in use by the Client
  - c. The Licensed Programs, Data Sets, and/or Services are being used in accordance with the terms contained within the governing Agreement and Client is not in breach of the Agreement

### Unlimited Support

6. All EDQ Concierge packages include Unlimited Support.
7. Unlimited Support includes general product and technical assistance for all current and supported EDQ Software releases, running on an approved infrastructure and/or environment. Unlimited Support shall **not** include:
  - a. Data imports and/or data conversion;
  - b. Data entry, manipulation, and/or maintenance;
  - c. Project management, training, customizations, or any services otherwise provided by EDQ's Professional Services group; or
  - d. Any systems or programs not supplied by EDQ

### EDQ Concierge Support Teams

8. EDQ Concierge packages provide direct access to Concierge support teams.
9. Dedicated analysts are not included in any of the Concierge packages.
10. Clients will access the Concierge teams by utilizing the Concierge Standard, Premier, or Elite phone number provided to them, via email, or by initiating a case through an EDQ Client Portal. Clients will not have direct access to specific individuals within any of the teams.
11. EDQ reserves the right to add or remove members of the Concierge Support team at its sole discretion.
12. EDQ Concierge Support resources are available only between the hours of 8AM – 8PM Eastern Time, Monday through Friday (excluding EDQ North America recognized holidays) ("Concierge Hours").
  - a. EDQ General Support resources will provide coverage outside Concierge Hours to all Concierge Clients.
  - b. When a Client enrolled in Concierge Support submits a case after Concierge Hours, the case will be responded to and handled by the EDQ Client Technical Support team. The case will continue to be worked on by the EDQ Client Technical Support team until it is resolved or until an EDQ Concierge Support resource is available, whichever occurs first.

### Enhanced SLAs

13. EDQ Concierge Premier and Elite packages entitle Clients to enhanced SLAs when compared to EDQ General Support SLAs; Concierge Standard packages do not provide enhanced SLAs.
14. Enhanced Response Times are defined as follows:
  - a. For EDQ Concierge Premier packages
    - i. P1 – 45 minutes
    - ii. P2 – 1.5 hours

iii. P3 – 3 hours

iv. P4 – 1 business day

b. For EDQ Concierge Elite packages

i. P1 – 30 minutes

ii. P2 – 1 hour

iii. P3 – 2 hours

iv. P4 – 1 business day

15. Priority classifications for SLA adherence purposes are defined as follows:
  - a. **P1** – Client's production system is significantly impaired with core EDQ functionality essentially unavailable. Client's day-to-day use of the EDQ software is severely impacted. There is no available workaround.
  - b. **P2** – Client's production system is able to run core processes but other EDQ functionality is significantly impaired. Client's ability to carry out day-to-day use of the EDQ software is severely impacted. There is no reasonably acceptable workaround.
  - c. **P3** – An area of core EDQ functionality is generating errors but this is not preventing Client from performing day-to-day use of the EDQ software. A workaround may be available.
  - d. **P4** – Any EDQ issue experienced in a non-production environment or in a production environment that is not impacting the function of the software to any material extent. A workaround may or may not be available. Examples include cosmetic defects on screens, errors in documentation, or an enhancement request.

### Professional Services and Training

16. All Professional Services supplied under Concierge packages will be governed by a Statement of Work (SOW) and adhere to all Terms & Conditions contained within Client's governing Agreement with EDQ.
17. Professional Services refers to services provided by the EDQ Professional Services team. Services covered under Concierge packages include:
  - a. Project management for EDQ product integrations
  - b. EDQ Software configurations
  - c. EDQ integration development and testing
  - d. EDQ End-User training (some functional limitations)
  - e. Application Testing
  - f. Post Go-Live Support
  - g. Installation or SaaS set up
  - h. Data Best Practice Assessments (Concierge Premier & Elite)
18. Clients will be responsible for the payment of any royalty fees incurred by EDQ in processing and/or delivery of requested services.
19. Professional Services Bureau engagements are not covered in the allotted Concierge packaged hours.
20. Clients may incur additional fees for services provided in addition to those listed above.
21. All services (including End-User training) will be delivered remotely unless Client and EDQ mutually agree to onsite delivery. Client will be responsible for all EDQ travel expenses for onsite engagements.
22. All Professional Services and Training hours expire at the end of the contract year. Any unused portions will not carry over into subsequent years or be credited back to the account.

### Full Experian Data Quality Software Maintenance and Support Policy

23. The North American Support Policy contains additional guidelines on the availability and level of Client Technical Support provided by EDQ and the Client's responsibilities to enable EDQ to deliver such support.
24. Full EDQ Standard Terms and Conditions can be found at: [http://support.qas.com/us\\_canada\\_standard\\_terms\\_and\\_conditions\\_for\\_purchases\\_post\\_jan\\_7\\_2013\\_2015.htm](http://support.qas.com/us_canada_standard_terms_and_conditions_for_purchases_post_jan_7_2013_2015.htm)

Additional Terms and Conditions may apply. Contact your EDQ Account Manager for more information. EDQ reserves the right to add, remove, or otherwise alter these Terms and Conditions at any time.