

Support and Growth Package Benefit	Support Package	20 Hour Package	40 Hour Package	80 Hour Package
Round-the-clock hardware and software monitoring*	✓	✓	✓	✓
Event-triggered system alerts*	✓	✓	✓	✓
Rapid response customer care portal with email logging of support requests	✓	✓	✓	✓
Smart hands site support*	✓	✓	✓	✓
Telephone support		✓	✓	✓
Proactive outreach and initiative development with Constant Contact methodology (see Appendix A for details)		✓	✓	✓
Application support (platform patches, upgrades, and break/fix)	✓	✓	✓	✓
Application development (custom work and integrations)		✓	✓	✓
Graphic/Web design support (new content and refreshed content to support web development)		✓	✓	✓
Site analysis (scheduled analytics and reviews of site performance)		✓	✓	✓
Dedicated project manager		✓	✓	✓
Dedicated solutions architect			✓	✓