

MAXIMIZE the value of your Thru Platform and EXPERIENCE greater peace of mind

Congratulations! You solved your IT challenges and complexities of transferring and sharing large files with the Thru File Exchange and Collaboration platform. Be sure to take it one step further with Thru's Enterprise Support and Services. Arm your IT staff with

- Enterprise-grade end-to-end managed services
- Prioritized access to resolution
- Proactive services to successfully transition and help your organization effectively collaborate with Thru.

Key Benefits

- Seamless integrated experience across systems and applications
- Uninterrupted secure access to business data and information
- Faster deployment and shortest learning curve
- Reduced cost, complexity, and risk
- Increased productivity and accelerated business growth

End-to-End Managed Support

Spend less time dealing with management hassles and ensure faster resolution for business-critical issues. Rely on a single point of contact for all your support needs with Thru. Your Technical Account Manager is your advocate within Thru, ensuring priority resolution of critical situations and providing customized guidance to help maximize the availability and efficiency of Thru in your IT environment. Your Technical Account Manager also understands your specific business and IT situation and can help speed resolution should any issues arise.

Rapid Resolution

Reduce risk and resolve issues faster with Thru's comprehensive 24/7 support. Thru maintains high quality customer care to ensure customer satisfaction, providing a variety of ways to request help and make inquiries.

- Online support module allows you to report and track issues.
- 24/7 access to Tier I and Tier II resolution and support.
- Tier III support during business hours for all Thru service and non-service-related integration issues or operational issues. Our responsive escalation policy ensures that any issues not resolved by Tier II would automatically escalate to Tier III.
- Added advantage of requesting on-site staff in critical situations – ensuring you are supported at all times.

billions of files
EXCHANGED
never a data
breach

“They make themselves so readily available, that if we need them to assure our customers of their security, availability, and so on, they are more than willing to do that for us. It’s the type of thing that sets them apart from other vendors.”

Dave Rickard
Global Risk Management
Manhattan Associates

Proactive Advantage

Move ahead of the competition with strategic proactive advice and guidance that help your IT team plan deployments, migrations and integration with your other business applications and IT assets.

- With specialized services such as assessments and training, help your IT team accomplish more with existing resources.
- Thru has regular release planning and evaluates bugs or issues resulting from Thru code errors. Depending on the severity, patches are released either in subsequent code release or as a hot fix code release.
- To help with application maintenance, software upgrades are available on a “best efforts” basis, as per the following schedule (based on the number of days following Thru’s release of upgrades from QA):
 - **Fixes** – No later than five (5) days.
 - **Minor Upgrades** - Within sixty (60) days of our receipt.
 - **Major Upgrades** - Within ninety (90) days, with no cost to your organization with maintenance of a current support contract.

Thru helps you offset costs upfront on new projects by following best practices drawn from hundreds of customer engagements involving both online services and on-premises software. Additionally, you save money in the long run by optimizing your on-premises and cloud solutions to deliver greater value to the business with fewer issues.

Service Descriptions and Details

Below are some additional details on specific service descriptions offered with severity levels:

- **Severity 1**- Assigned to outages that keep a business from being able to access one or all of their applications.
- **Severity 2**- Assigned to a situation that slows an organization’s response time or limits the functions of one of the Thru applications.
- **Severity 3**- Assigned to a general question or requests for enhancement.

Status updates are provided 2 hours | 24 hours | 5 business days. Third Party Vendor Coordination is provided on request and as need arises. Resolution report identifying the cause of the problem is provided as needed.

Note: All services are in accordance to your contract agreement and may be subject to change. Please contact your Technical Account Manager for more information.