

## Compass SMB Support Model

### 1. GOLD SUPPORT LEVEL

Support for all customers, included in the Compass SMB subscription.

#### A. Implementation

- i. Process & Data Analysis
- ii. Mapping Requirements
- iii. Configure & Document Process Settings
- iv. Branded Logo
- v. Testing and UAT support of configured system
- vi. Go-live Checklist
- vii. Training & Desktop Manual
- viii. Branded Compensation letter
- ix. Branded Final Performance Review Letter

#### B. Ongoing Support

- i. Training and support for manual file loading
- ii. Chat and Jira Support when not in cycle
- iii. Issue turnaround in 24 hours during active cycle
- iv. 3-5 day issue turnaround when out of cycle

### 2. PLATINUM SUPPORT LEVEL

High-touch Support Year-Round. Includes all support in Standard, plus the white-glove treatment. Platinum Support is an additional \$2.50 cents per employee/per month.

#### A. Implementation

- i. Data via API, with nightly monitoring up to and during any active cycle
- ii. Single-sign implementation & testing
- iii. Detailed data analysis and error reporting
- iv. Weekly project meetings as needed - coordinated, documented and managed by LBS
- v. Open system to end users and manage communication per customer guidance
- vi. Custom Compensation and Performance Review Letters

#### B. Ongoing Support

- i. Manage API/Data Loading with continuous monitoring
- ii. Issue turnaround in 4-24 hours during active cycle, prioritized by Severity Level
- iii. Year-round Support, on-call or active engagement, depending on cycle schedules
- iv. Full LBS Project Team engagement prior to and during all Comp & PM cycles

*Contact us for support pricing*