



# Spok Care Connect Support Services Maintenance Programs



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## Spok Care Connect Support Services Maintenance Programs

Support Features	Standard	Premium
24/7/365 Support for Priority Issues	●	●
Access to Spok Support via Phone or Web Portal	●	●
Access to the Spok Customer Portal	●	●
Escalation Process Management	●	●
Collaboration with other Spok Customers	●	●
Invitation to the Spok Connect Conference	●	●
Product Webinars	●	●
Monthly customer Connections e-Newsletter	●	●
Quarterly support Snapshot e-Newsletter	●	●
Product Update Notifications	●	●
Product Upgrades and Feature Enhancements	●	●
No-Charge Repair/Replacement for Defective Hardware Covered under Maintenance Contract	●	●
Participation in Customer Support Surveys	●	●
Advance Replacement for Hardware	●	●
Root-cause analysis	●	●
Annual Business Review		●
Support Meetings and Activity Tracking		●
Priority Case Queueing		●
Executive Reporting		●
Support Best Process and Practice Recommendations		●
Spok Care Connect patch application during customer maintenance window		●
*Spok Smart Suite application monitoring		●
Spok Connect Conference Fee Discount		●
Designated Customer Success Manager		●

\*Spok Smart Suite solution only. Further details are described in Smart Suite Application Monitoring



## EXPLANATION OF SPOK CARE CONNECT SUPPORT SERVICES MAINTENANCE PROGRAMS

### **STANDARD**

#### **24/7/365 Support for Priority Issues**

Report priority 1 and 2 issues to Spok around the clock using the customer support hotline: (800) 420-9705.

#### **Access to Spok Support via Phone or Web Portal**

Submit cases via the Spok Customer Portal at [spok.com/myspok](http://spok.com/myspok), or by phone. For priority 1 and 2 cases, please call Spok Support, even if you have opened a case online. Cases entered via the portal receive responses only during business hours.

#### **Access to the Spok Customer Portal**

Leverage this secure online community for support-related items and much more. In it you'll find access to detailed product information, videos, release notes, and articles. You can also enter and review updates to your support cases as well as read product and support policies. The Spok Customer Portal can be accessed 24/7/365 at [spok.com/myspok](http://spok.com/myspok).

#### **Escalation Process Management**

Rest assured knowing your support cases are prioritized and escalated in accordance with the Spok Service Level Expectations (SLE) document. Product Support Managers are available 24/7/365 by calling (800) 420-9705.

#### **Collaboration with Other Spok Customers (Spok LinkedIn and Directions User Group)**

Network with fellow Spok solution users in the Spok Directions User Group. Spok Directions is a formal group of Spok customers brought together to influence product direction through the discussion of industry best practices and trends. Members also have access to private LinkedIn group for further networking. Through our Ideas System (found in Spok Customer Portal), you can enter and comment on suggestions for new product functionality and vote on what should be considered for inclusion in future releases.

#### **Invitation to the Spok Connect Conference**

Hear customer case studies, see live demonstrations of new products, and stay current on industry trends impacting your organization at the annual Spok Connect conference. This fun, educational event allows you to network with other Spok customers face to face and give feedback directly to company leaders.

#### **Product Webinars**

Take advantage of the wealth of information Spok provides for customers in the form of product and training webinars.

#### **Monthly Connections e-Newsletter**

Peruse Spok Connections, our monthly e-newsletter, for keen insight about upcoming product releases, important events, news about other customers, and technical tips. Sign up for this resource at [spok.com/opt-in](http://spok.com/opt-in).

#### **Quarterly support Snapshot e-Newsletter**

Keep up with the latest happenings in the Spok support organization via this quarterly communication. Get best practices, helpful knowledge articles, and bios of the support staff you rely on for cases.



### **Product Update Notifications**

Receive product update notification emails for details on exciting features, release notes, and product lifecycles.

### **Upgrades and Feature Enhancements**

Maintenance-paying Spok Care Connect customers receive new software releases free of charge as they become available.

Please note that any third-party software/hardware, project management, consulting, training, or travel costs require to implement upgrades will be provided by the Spok Professional Services Group as a billable service.

### **No-Charge Repair/Replacement for Defective Hardware Covered under Maintenance Contract**

Spok will repair or replace defective hardware components free of charge if they are included in the customer's maintenance contract.

### **Participation in Customer Support Surveys**

Spok customers are invited to provide feedback and suggestions for improvement on service interaction with Spok Support engineers.

### **Advance Replacement for Hardware**

Spok Care Connect customers will receive advance replacement for hardware items covered under their maintenance plan.

### **Root-cause analysis**

For customers requiring a formal root-cause analysis document, one may be requested for Priority 1 (critical) issues (See [Case Management Priority Matrix](#)). Root-cause analysis may take up to five business days to complete after the issue is resolved.

## **PREMIUM**

This plan includes all the offerings in the Spok Care Connect Standard Plan, plus the following:

### **Annual Business Review**

Update your Spok team on what's happening with your business as well as your goals during an annual visit. These meetings are used to discuss the Spok product roadmap, review changing business needs, and determine how Spok can continue to help and leverage evolving business.

### **Support Meetings and Activity Tracking**

You are entitled to a deeper understanding of support cases and interactions in a monthly support activity report that your designated Customer Success Manager will review in depth.

### **Priority Case Queueing**

Leverage priority queuing for your support cases. This is determined based on the severity of cases reported.

### **Executive Reporting**

Discuss solution adoption, utilization, support metrics, and more during a virtual quarterly executive review meeting.

### **Support Best Process and Practice Recommendations**

Engage your Customer Success Manager at any point for recommendations on how to determine the most appropriate processes and practices based on an analysis of your reports and activity.

### **Spok Care Connect patch application during customer maintenance window**

Choose when Spok Support will apply Care Connect-specific application and applicable third-party patches. These can be scheduled to occur during or outside of normal business hours at no extra charge. You can also request that patches be applied during your scheduled maintenance window.

### **\*Spok SmartSuite application monitoring**

Leverage enhanced system monitoring for your SmartSuite solution. These monitoring programs evaluate database health, server hard disk utilization, paging queue processes, and whether there has been a server failover. You'll receive proactive notifications via email so you always know what's happening with your technology and can resolve any issues quickly. Spok also receives notifications to speed response. An in-depth list of items monitored can be found in Smart Suite Premium Monitoring Information spreadsheet.



Smart Suite  
Application Monitorin

### **Spok Connect Conference Fee Discount**

Premium Plan customers receive a discount on their conference registration fees for each person from the customer's organization who attends.

### **Designated Customer Success Manager**

Work with your assigned Customer Success Manager to help oversee all support and project work activities. This designated resource acts as a liaison and trusted advisor between your organization and Spok to ensure your Spok solution is fully utilized. This person also serves as a point of contact for support reports, monthly activity tracking, and facilitating case management.