



## Sparta Subscription Care Support

The Sparta Systems support team is ready to provide best-in-class support through two Subscription Care support plans.

### Subscription Care Plan

The Sparta Subscription Care plan includes access to our Customer Community portal for total online case management and full access to Sparta's on-line knowledgebase. These Support services are available with all subscription based offerings, and for this plan our support teams are available 8AM-5PM, local business hours.

### Our 'Plus' Plan Helps Drive Adoption and Productivity

Customers who desire a higher level of support can opt for our Subscription Care 'Plus' support plan. This is our most popular plan that adds several key benefits:

- Adds telephone support
- Increases Business hours to 24 X 5
- 2 Hour initial response time for severity 1 cases
- Increases supported contacts to up to 5 supported contacts
- Additional Add-On Option for 'Plus' subscribers only: (speak to your Sparta Representative)
  - Add access to a dedicated case team member through Sparta's Technical Account Management Program
  - Add-On Saturday and Sunday severity 1 production system coverage

Be sure to speak with your Sparta Systems representative to ensure you have the plan that is right for your organization. Compare the plan that is right for your organization

	Subscription Care	Subscription Care 'Plus'
Fee	Included with subscription	20% of total subscription cost
Business Hours*	08:00 - 17:00 – Local Business Hours	24 X 5
Days of Operation	Monday – Friday (Excluding Holidays)	Monday – Friday (Excluding Holidays)
Customer Community Access	Yes	Yes
Online Case Creation	24 X 7 X 365	24 X 7 X 365
Access to Knowledge Base	Yes	Yes
Email Support	Yes	Yes
Telephone Support	No	Yes
Initial Response Time	Twenty-four (24) hours	Based on Severity (see table below regarding initial responses)
Support Contacts	2	Up to 5
Add-On Options	No	Yes

*\*Requests for Subscription Support Services outside these times will be responded to within the maximum initial response time listed below, on the following business day. 24X5 means 8:00 AM JST Monday - 8:00PM EST Friday.*

## Subscription Care Support Services and Availability

Service Description	Availability	Detail
Telephone ('Plus' plan only) and E-mail Support	Monday - Friday Local Time (excluding Public Holidays) Greenwich Mean Time 08:00 - 17:00 Within North America 08:00 - 17:00 Japan Standard Time 08:00 - 17:00	Requests for Subscription Support Services outside these times will be responded to within the maximum initial response time listed below, on the following business day.
Customer Community	7 days per week, 24 hours per day (Excluding maintenance periods)	A secure on-line customer login facility providing Support Case creation, status updates, and access to the on-line knowledgebase.

## Initial Response Times

Sparta will respond to a Support Case within 24 hours. For Customers who are leveraging the Subscription Care 'Plus' plan they will benefit from initial response times that match severity levels determined by Sparta in line with the descriptions below.

Severity Level	Maximum Initial Response Time	Description
Severity 1 Support Case	Within two (2) hours	Service is down or unavailable. A Support Case that renders the Sparta Products completely inoperable.
Severity 2 Support Case	Within four (4) hours	A Support Case that substantially restricts functional operations of the Sparta Products.
Severity 3 Support Case	Within one (1) business day	A Support Case that impairs the performance or functions of the Sparta Products.
Severity 4 Support Case	Within two (2) business days	Requests concerning documentation, enhancements or other administrative matters.

Sparta Systems, an industry pioneer and global leading provider of enterprise quality management software (EQMS) solutions, enables businesses to safely and efficiently deliver their products to market. The Company's quality management platform solutions include TrackWise, Stratas and newly acquired 123Compliance, providing customers a choice of on-premise and cloud offerings. For more than 20 years, Sparta Systems has been a trusted standard among highly regulated industries, used by quality, manufacturing and regulatory affairs professionals to manage compliance, reduce risk and improve safety across the global enterprise. Headquartered in Hamilton, N.J. and with locations across Europe and Asia, Sparta Systems maintains an extensive install base in the pharmaceutical and biotechnology, medical device, electronics manufacturing and consumer products markets among others. Read more about Sparta Systems and its award winning solutions on the corporate website or blog.

### Global Headquarters

2000 Waterview Drive  
Hamilton, NJ 08691  
(609) 807-5100  
(888) 261-5948  
[info@spartasystems.com](mailto:info@spartasystems.com)

### European Offices

Berlin | London  
[europe-info@spartasystems.com](mailto:europe-info@spartasystems.com)

### Asia Pacific Offices

Singapore  
[apac-info@spartasystems.com](mailto:apac-info@spartasystems.com)