Service Punchcards

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A fast and easy way to smooth out speed bumps and navigate road blocks.

Highlights

Gain hourly access to our team of experts, ready to support you in all things related to your digital workplace. Service Punchcards are purchased in eight-hour increments, and time can be consumed in as little as 15 minute increments. Service Punchcard purchases include access to a customer portal where work requests will be created and tracked. Punchcard balance is visible in your customer portal and is updated weekly.

Covered by the Service Terms Agreement.

Per Punchcard: $2,000

Punchcard time can be used towards support with:

- Graphic Design
- Information Design
- Content Development & Buildout
- Proof of Concept
- Training
- Customization
- Configuration
- Migration & Upgrades
- Technical Research
- Requirements Analysis

The Fine Print

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GROUND RULES   **USING PUNCHCARD TIME**

Service Punchcards will be supported with your private portal (Confluence spaces) on our servers, which includes up to three user accounts. Your portal will be maintained for one year after completion of last service package or punchcard. User accounts inactive for six months will be automatically disabled (simply contact us to reactivate).

Any time required to gain access to your systems - including account setup, virtual private network access, and other on-boarding - will be logged against your Service Punchcards.

TECHNICAL SUPPORT V. PUNCHCARD

Commercial and academic product license holders are entitled to product support without a punchcard. Yet many organizations also purchase punchcards to get extra help with their environment-specific needs. If you're in this situation, how do you know when your query is technical support vs. when it is charged to your punchcard?

> If your query is about how to use our products in general, feature inquiries, bug workarounds, or similar, it's technical support. Technical support queries usually take the form, "How do I do X in your product?" Bottom line: it's technical support if users in other organizations might reasonably have the same problem or pose the same question. For support queries, please open a support ticket under the "Customer Contact" project

> If your query is about how to do something specific within your deployment, it falls within Punchcard scope. More obvious areas include visual design, information design, content buildout, training, configuration, migration support, and so forth (as mentioned above). Punchcard queries are made through your customer portal.

We have two working models to choose from when using Punchcard time.

> This approach allows for guaranteed access to a specific skillset, scheduled on a weekly basis based off a pre-established weekly reservation setting. You can find out more about this approach here.

> This approach follows a pre-determined iterative schedule, similar to our Theme Design Package and Information Design Package. At the end of a Planned Project, you will be provided with specific delivery items. The cost, schedule, and delivery items are approved by you before we start work. This option is useful if you are looking to have something specific delivered on a predictable schedule and cost basis, and is often used for larger projects that need to be delivered by a specific deadline.

Not Sure?

Just Ask!

EXTRAS

Licenses for software products are not included.

MOBILE The Fine Print