

# RWS SaaS Support

**RWS is committed to helping clients achieve maximum results with its RWS Content and Language technology solutions providing a comprehensive support package**

We have designed a series of Support options that can be leveraged either individually or in combination to help your organization meet its business objectives.

Our RWS SaaS and Hosted Support provides full product coverage during Business hours <sup>[1]</sup> and online resources.

You can also select from a variety of a la carte options available in order to optimize the support you need with your technology deployments.

## Features

Package <sup>[3]</sup>	SaaS & Hosted Support
<b>Priority 1 Support</b>	24x7
<b>Hours (Coverage)</b>	Business Hours <sup>[1]</sup>
<b>Service Levels (SLA)</b>	<b>P1:</b> 30 minutes (24x7) <b>P2:</b> 2 Hours <b>P3:</b> 1 Business day <b>P4:</b> 2 Business days
<b>Named Users</b>	4
<b>Unlimited Support Cases</b>	✓
<b>24x7 Access to RWS Support Gateway including case logging and Knowledge Base, RWS Community, and how-to tutorials</b>	✓
<b>Regular Product/Environment Updates</b>	✓
<b>Additional Named Support Users</b>	Optional
<b>Designated Support Engineer</b>	Optional

<sup>[1]</sup> Business hours are defined in the Support Policy which is available on <http://www.rws.com/support/>

<sup>[2]</sup> Sign up for notifications [here](#)

<sup>[3]</sup> A la carte options outlined separately

## Getting started

To learn more about the Support options, please contact [supportmanagers@rws.com](mailto:supportmanagers@rws.com)

### A La Carte Options

#### Additional Named Support Users

Add additional Support Contacts who can access RWS Support Gateway and work with RWS Support resources.

#### Designated Support Engineer

Team up with a named individual who has in-depth understanding of the solution and will be responsible for managing all support cases to ensure timely response and resolution.

Your designated engineer will also hold a monthly service review with you to review key aspects of the support service including SLA achievements, time to resolve tickets, outstanding support tickets and recent product developments.

#### About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our clients to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise, and smart technology.

Clients include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: [www.rws.com](http://www.rws.com)

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