

Salient Technical Support

Our support services provide clients with a new level of reliability and peace of mind. Salient’s Premium Service Level Agreement offers around the clock availability and quick response to any issue that may arise with your Salient information infrastructure. We proudly offer the following Service Level Agreements:



Service Level Agreement (SLA) Offerings	Standard	Premium
-Service Availability (telephone and email support)	Monday - Friday 7:30 - 18:00 Excluding holidays	24 / 7
-Access to Salient Technical Support Webpage	Yes	Yes
-Download Access to Product Software Upgrades	Yes	Yes
-License Updates	Yes	Yes
-Acknowledge Client Contact	Within 30 Minutes	Within 30 Minutes
-Support Technician Response	Within 1 Hour	Within 30 Minutes
-Solution Delivery Target	8 Working Hours or Less	4 Hours or Less
-Escalation Action	8 Working Hours or Less	After 4 Hours or Less
-Salient Backup of UXT Server and Interface Directories	No	Yes (weekly)

About Salient

Salient Corporation offers business and government a new solution for efficient management. Drawing on diverse data from multiple sources, our technology measures how business activity creates value, quality, financial efficiency, productivity, while its user interface eliminates barriers to the use of this knowledge for continuous process improvement.

Salient’s technology platform is a super scalable in-memory OLAP system for activity based value scoring. Its user interface is a graphical toolbox for interactive, stream-of-thought data mining, visualization and root cause analysis. Overall, the technology enables non technical knowledge workers to evaluate process behaviors rapidly, eliminate waste and optimize outcomes continuously.

Founded in 1986, Salient today serves more than 35,000 users in 53 countries. For more information, visit www.salient.com.

