



Upland Software Services and Support

To truly maximize the value of your investment and get maximum ROI, you need a partner who can provide expert advice, ongoing support, and a range of services to help you reach your business goals. That is why we offer industry-leading service and support tailored to each customer's needs.

Support Services

All our customers deserve world-class support, which is why we offer a plethora of support services designed to keep your Upland Software solutions running efficiently:

24/7/365 support: Our team of experts is available around the clock to help you resolve any issues that may arise

Knowledge base: Our online knowledge base contains a wealth of information about our products, including FAQs, how-to guides, and more

Training and certification: We offer a variety of training courses and certification programs to help you get the maximum value of your Upland Software deployment

Remote connection: Upland can perform support services via the latest remote connection software.



Managed Services

Upland's managed services are designed to take the burden of managing your Upland Software solutions off your shoulders, so you can focus on running your business.

Hosting: We can host your Upland Software solutions in the cloud, so you don't have to worry about maintaining hardware or software

Application management: Our team of experts can manage your Upland Software solutions, ensuring that they are always up-to-date and running effortlessly

Monitoring and support: We can monitor your Upland Software solutions 24/7/365 and provide proactive support to address any issues before they become problems



Response Times and Commitments

Attempts to respond and resolve every issue in a timely manner, however, issues impacting customer's production systems take priority and are classified as such:

SECURITY LEVEL	DEFINITION	RESPONSE TIME	COMMITMENT
Cloud incident (outage)	Upland's Cloud service is unavailable or inaccessible for all users.	1 hour (24/7/365)	(24/7/365) triage with hourly status updates. Immediate effort to restore our services.
1 - Urgent	Production system defect preventing critical business work from being done, with no workaround for most users.	1 business hour	Business hour triage with daily status updates (M-F).
	Defects cause a material loss of customer data in the production system.		Immediate effort within business hours or provide a workaround.
2 - High	Production system defect that prevents business critical work from being done and a workaround exists.	4 business hours	Business hour triage with daily status updates (M-F).
	Or: Defect violates the material specifications in the documentation and impacts customer's production system.		Upland will use reasonable efforts to resolve the defect as rapidly as practical, but no later than the next update after reproduction of the defect.
3 - Normal	All other defects	1 business day	Business hour triage with daily status updates (M-F). Defects will be addressed in Upland's normal update.



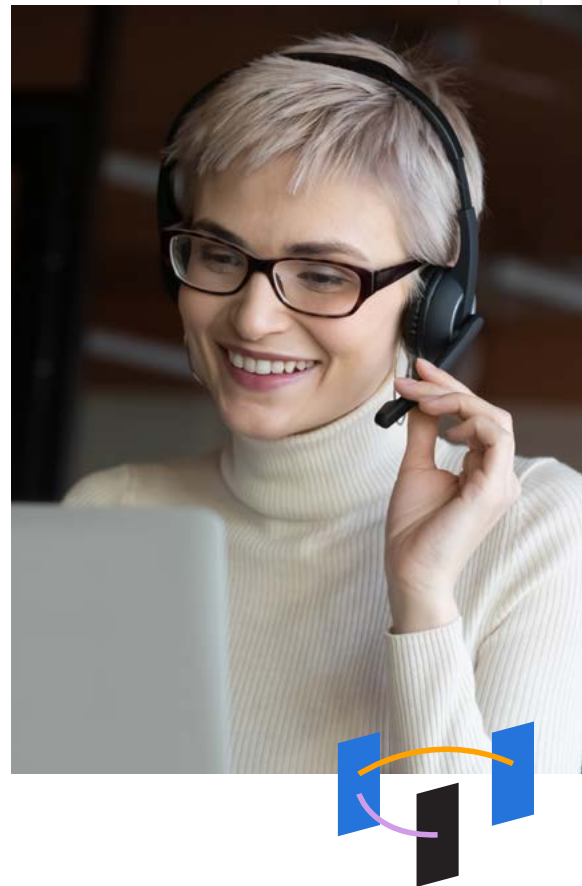
Scheduled downtime

Upland will notify customers and its users at least 72 hours (about 3 days) in advance of all scheduled downtime of Upland's applications. Scheduled downtime will not be scheduled between 8 AM and 9 PM Eastern Time, M-F (unless otherwise agreed) and will not occur more frequently than 15 hours per calendar month.

Why choose Upland Software?

With Upland Software Services and Support, you get:

- Expert guidance from a team of skillful professionals in our solutions
- Comprehensive support services to keep your Upland Software solutions running smoothly
- A range of consulting services to help you get the most out of your investment
- Managed cloud services that take the burden of managing your Upland Software solutions off your shoulders
- A partner who is committed to your success



Ready to get things done?

Connect with us to see the possibilities.

Contact us

Upland Software helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job specific workflows that major cloud platforms and homegrown systems don't provide. We focus on specific business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our ~1,800 enterprise customers. To learn more, visit www.uplandsoftware.com.

