



# Premium Support

Elevate your experience: Unlock VIP services  
and join our exclusive Inner Circle.

# PSOhub Premium Support

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## Uninterrupted Reliability

Peace of Mind, Guaranteed

We guarantee 99.95% Uptime, thanks to our live-mirror server infrastructure. This setup connects our AWS data centers in Frankfurt and Ireland, ensuring that if an incident occurs in Frankfurt, your operations will automatically and seamlessly failover to Ireland.

This active-failover system minimizes your potential revenue loss, so your business and billing remain continuously operational.



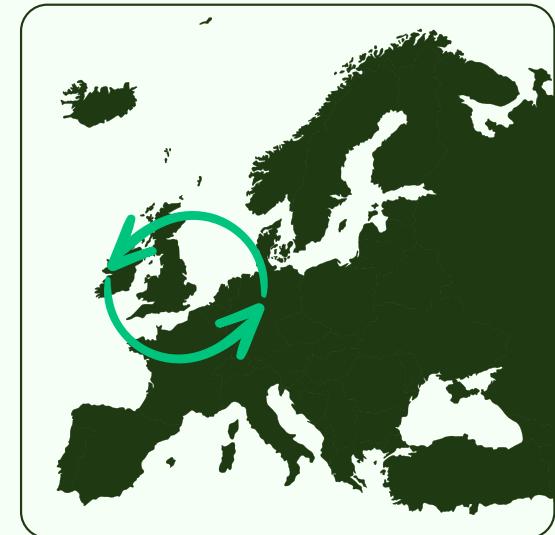
24/7/365  
Global Support



Real-Time Data  
Replication & Failover



Live-mirror server  
infrastructure ensures  
minimum data loss



Our live-mirror server infrastructure ensures  
minimum data loss

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## Maximized Performance

### Your Priorities. Our Action

You will get a private, priority support queue. When you report a critical issue, your SLA guarantees priority support, and we don't stop until it's resolved.

Your support agent can launch a live video session to resolve complex issues that might occur in minutes. Your projects move forward, and your team stays 100% focused on billable work.



Priority Support Guarantee



Dedicated Customer Success Manager

## Strategic Growth

### A Partnership to Future-Proof Your Business

This is more than support; it's a strategic alliance. With our Operational Excellence Assessments, our experts help you optimize adoption and, in turn, optimize your business.

As a member of the exclusive Inner Circle, you gain a voice in our product roadmap, ensuring PSOhub evolves with your business needs.



Member of our Inner Circle Meetings



Proactive Guidance to Maximize Your ROI

All legal terms, definitions and SLA commitments are defined in the [Premium Support Policy](#).

# The Anatomy of Operational Excellence

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	Standard	Premium
Live chat support 8 AM - 10 PM CEST	✓	✓
Daily Back-ups	✓	✓
Global 24/7 Priority Support for severity 1 issues.	✗	✓
Dedicated Customer Success Manager	✗	✓
Operational Excellence Assessment 2 times per year	✗	✓
Member of the Inner Circle	✗	✓
High availability/ Fallback (Live-mirror server infrastructure)	✗	✓
Uptime Guarantee	99.50%	99.95%

You can upgrade to the Premium Package for just 15% of your annual license fee.

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**Contact your Customer  
Success Manager to activate**



**PSO HUB.**  
Premium Project Management