# PSOhub Premium Support

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

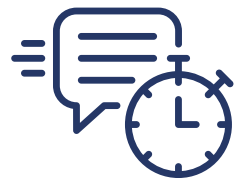## 1. Uninterrupted Reliability

### 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 issue 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
- Our live-mirror server infrastructure ensures no data loss, even in the event of an issue.

## 2. 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.

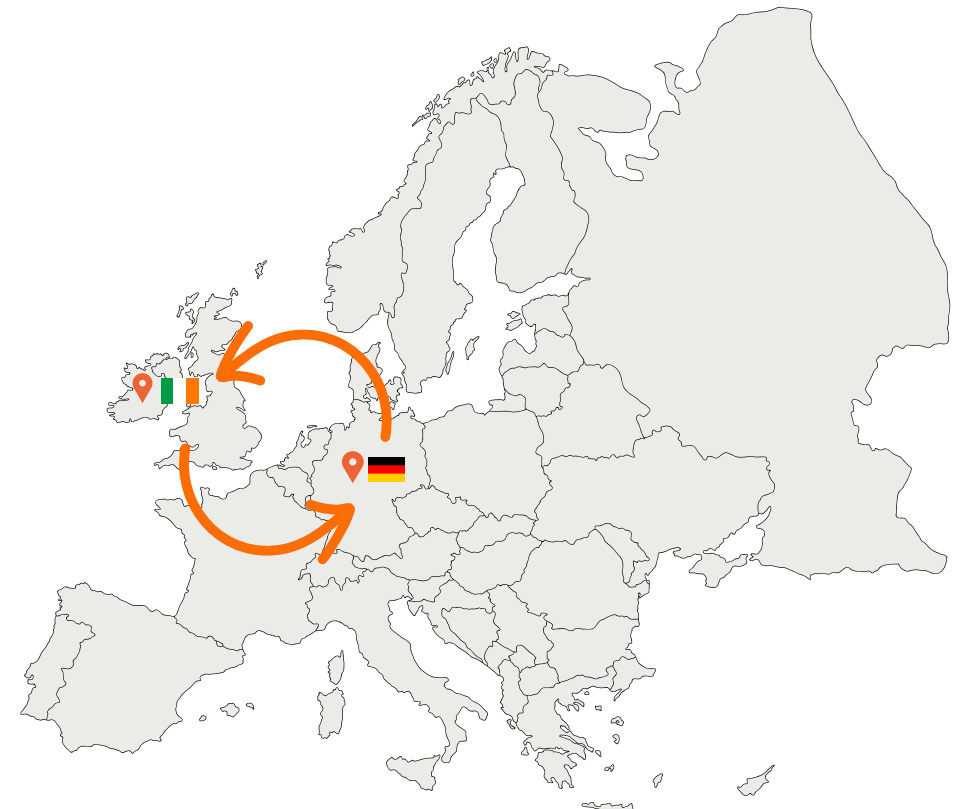- Priority Support Guarantee
- Dedicated Account Manager

## 3. 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

**Because your success can't wait.**

# The Anatomy of Operational Excellence

| | Standard | Premium |
|---|:---:|:---:|
| Live chat support 8 AM - 10 PM CEST | ✔ | ✔ |
| Hourly Back-ups | ✔ | ✔ |
| Global 24/7 Priority Support online and if needed via Live Chat | ✘ | ✔ |
| Dedicated account manager | ✘ | ✔ |
| Operational Excellence Assessment 2 times per year with your dedicated customer success expert | ✘ | ✔ |
| Member of the Innercircle | ✘ | ✔ |
| 6 hours pack | ✘ | ✔ |
| 99.95% Uptime Guarantee | ✘ | ✔ |
| High availability/ Fallback (Live-mirror server infrastructure) | ✘ | ✔ |

## Learn more and activate your advantage

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

Because your success can't wait.