

PSOhub Premium Support

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

1. Uninterrupted Reliability

Peace of Mind, Guaranteed.

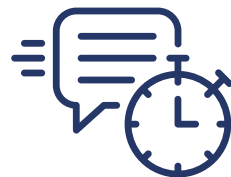


We guarantee 99.95% Uptime, thanks to our live-mirror server infrastructure. This setup connects our AWS data centers in Frankfurt and Ireland, ensuring that if an issue occurs in Frankfurt, your operations will automatically and seamlessly failover to Ireland. This active-failover system slashes your potential revenue loss from downtime by 90%, 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 project lead can launch a live video session with an expert to resolve a complex billing configuration in minutes, not days. Your projects move forward, and your team stays 100% focused on billable work.

- Priority Support Guarantee
- Dedicated Account Manager

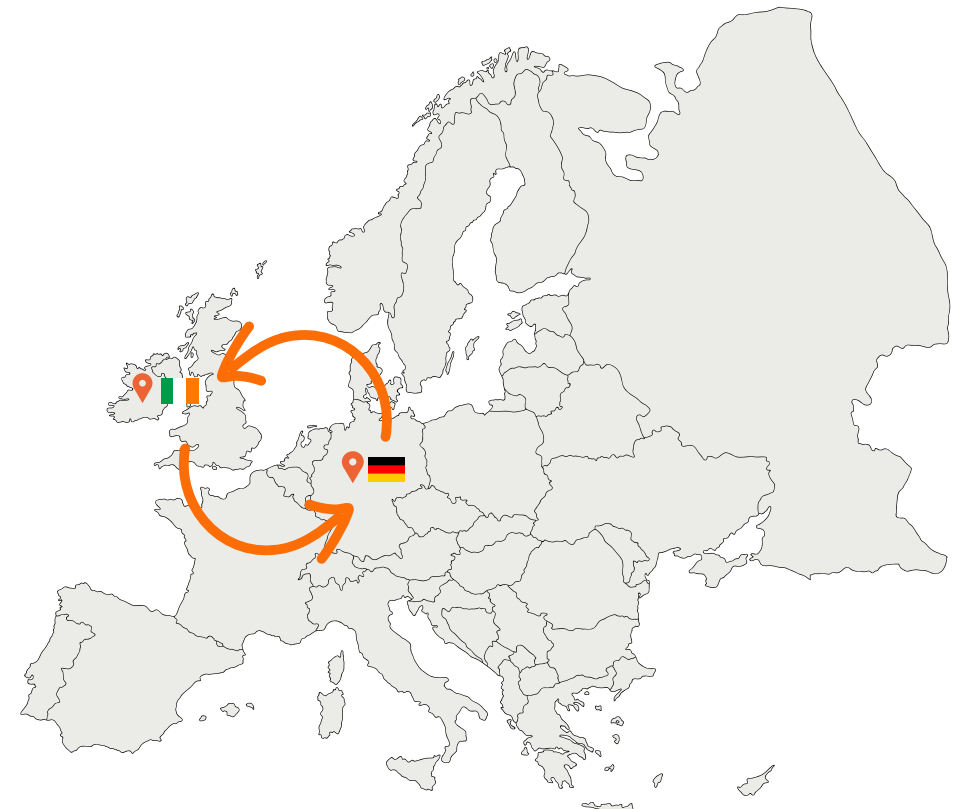
3. Strategic Growth

A Partnership to Future-Proof Your Business.



This is more than support; it's a strategic alliance. With our business reviews, 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



The Anatomy of Operational Excellence

	Standard	Premium
Live chat support 8 AM - 10 PM CEST	✓	✓
Hourly Back-ups	✓	✓
RFC, Bugs and Flaws, response time as soon as possible, and based on severity	✓	✓
Global 24/7 Priority Support online and if needed via Live Chat	✗	✓
RFC, Bugs and Flaws, response time based on SLA qualification	✗	✓
Dedicated account manager	✗	✓
Health check 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.