Premium Customer Support

When it comes to service, one size doesn't fit all. That's why Riskonnect offers a range of service options to provide the right level of support you need to succeed.

Riskonnect's Premium Customer Support comes with a focused team of engineers and around-the-clock assistance to resolve your issues with speed and care.

Access advanced support. Get next-level support for large volumes of cases with high visibility.

Resolve issues quickly and effectively. Receive a priority response to issues, requests, updates, and proactive resolutions.

Tap into global support. Get help at any hour, on any day, from any place worldwide.



CASE ROUTING



Receive special attention for every case with high-priority case routing.

URGENT SUPPORT HOTLINE



Access global P-1 support anytime.

PORTAL ACCESS



Submit cases via Riskonnect's success portal and lite success portal.

SERVICE HOUR OVERAGES & ROLLOVERS



Receive added flexibility for managing service-hour overages and rollovers.

PREMIUM CUSTOMER SUPPORT

HOW IT WORKS

Riskonnect's Premium Customer Support provides maximum flexibility to meet your business needs. You can expect expedited response and speedy resolution to any issues that arise.

This service requires a separate service level agreement, which outlines the terms and conditions and defines what you can expect for response and resolution times, penalties, and more. The agreement includes:

- Access to Riskonnect's success portal for 10 users
- Access to the lite success portal
- SLA performance quarterly review and reporting
- Service-hour overages with a rollover option of up to 10% of unused hours
- One complimentary pass to the annual Konnect conference

Riskonnect Customer Support

CAPABILITY	SUPPORT	PREMIUM
Coverage	Regional	Global
P1-Urgent Support	24x7	24x7
Success Portal	2 Full Users	10 (Full or Lite) Users
Routing Priority	Standard	Premium
SLAs	Standard	Premium
SLA Reporting	Upon Request	Quarterly with Review
SLA Penalties	No	Yes
Service Hour Overages and Roll Over	No	Up to 10% of unused hours

To learn more about our support offerings, please review the Standard Service Level Agreement and Premium Service Level Agreement.

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riskonnect

Integrated Risk Management Solutions:

INSURABLE RISK
- Risk Management Information System
- Claims Management
- Billing
- Policy Administration
- Health & Safety

ACTIVE RISK MANAGER

HEALTHCARE RISK & PATIENT SAFETY

GOVERNANCE, RISK & COMPLIANCE
- Enterprise Risk Management
- Third-party Risk Management
- Environmental, Social & Governance
- Compliance
- Internal Audit
- Internal Controls Management
- Policy Management
- Project Risk Management
- IT Risk Management
- AI Governance
- Business Strategy

BUSINESS CONTINUITY & RESILIENCE
- Business Continuity Management
- Operational Resilience
- Emergency Notifications
- Crisis Management
- Threat Intelligence

About Riskonnect

Riskonnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real time to strategic and operational risks across the extended enterprise.

More than 2,700 customers across six continents partner with Riskonnect to gain previously unattainable insights that deliver better business outcomes. Riskonnect has more than 1,500 risk management experts in the Americas, Europe, and Asia-Pacific. To learn more, visit riskonnect.com.

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