

Service Plans	Standard	Enterprise
<b>Onboarding Services</b>		
Onboarding	Self-Service / Webinar	Rapid Success™
Professional Services	Statement of Work	Statement of Work <sup>1</sup>
Customization	NA	Available
Professional Services Rate	\$250/hour	\$200/hour
Onsite Private Training <sup>2</sup>	Available	Available
Rapid Success™	Available for \$8,000	Included
<b>Support Services</b>		
Support Channels	Support Portal/Forums	Email, Phone & Portal
Support Hours / Business Hours (CT)	8am - 5pm / Mon-Fri	24 x 7
Response Times / Priority Routing	24 Bus. Hours	8 Hours
Critical Support (System Down)	1 Bus. Hour	1 Hour
Assigned Customer Success Representative		Yes
Proactive Case Monitoring / Annual Support Review		Yes
<b>API Access and Support</b>		
Access to the API	Yes	Yes
Developer Support	Developer Community	Developer Community
<b>Sandbox / Test Environment</b>		
Development or Testing Sandbox	\$3,600/year	1 included
<b>Standard Benefits and Services</b>		
24x7 Monitoring (status.ehsinsight.com)	Yes	Yes
24x7 Self-Service Support (EHS Insight Support)	Yes	Yes
24x7 Self-Service Guidance (EHS Insight Academy)	Yes	Yes
24x7 Community	Yes	Yes
Service Notifications	Yes	Yes
Software Updates	Yes	Yes
<b>Annual Service Fee</b>	Included	\$12,000

Learn more about [Rapid Success™](#).

Enterprise Support includes up to 4 hours Professional Services per month.

Onsite Training is available for \$3,500 per day plus expenses and printed materials (\$200 per attendee).