MARKETO CUSTOMER SUPPORT

Marketo's award winning Customer Support organization is committed to your success. All Marketo subscriptions include a level of support that provides easy access to our highly skilled technical resources for fast answers and technical assistance. For those with more demanding support requirements, we also offer premium support services that include access to named support professionals, accelerated service-level response, and sessions for proactive mentoring and business reviews. No matter how complex your support needs may be, Marketo is at the ready to provide the technical and operational expertise needed to help you get peak performance and optimal value from your Marketo solution.

	Online Support	Business Support	Premier Support	Elite Support
Included With:	Subscription	$	$	$
24x7 Availability Monitoring	✓	✓	✓	✓
24x7 Customer Community	✓	✓	✓	✓
24x7 Support Portal Access	✓	✓	✓	✓
24x7 Global Phone & Web Support for P1 Cases	✓	✓	✓	✓
Named Support Manager		✓		
Named Support Engineer / Premier Manager			✓	
Technical Account Manager/ Elite Manager				✓
Local Business Hours Support	✓	✓	✓	✓
Web Case Submission	✓	✓	✓	✓
Live Chat Support	✓	✓	✓	✓
Phone Case Submission	P1	✓	✓	✓
Personalized Support Dashboard		✓	✓	✓
Proactive Case Monitoring		✓	✓	✓
Priority Case Routing		✓	✓	✓
12x5 Regional Support Hours		✓	✓	✓
24x5 Global Support Hours			✓	✓
Accelerated SLAs			✓	✓
Developer Support				✓
Event VIP Status				✓
Authorized Support Contacts	4	6	6	8
Mentoring Sessions per Quarter		1	4	4
Support Service Reviews per Year			2	4

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ABOUT THE SUPPORT FEATURES

24x7 Availability Monitoring:

Proactive system monitoring to ensure maximum availability and performance.

24x7 Customer Community (nation.marketo.com):

Continuous online access to a growing database of technical solutions, product documentation, FAQs, and more where you can connect with the Marketo Nation of more than 50,000 marketers that share ideas, expertise and best practices.

24x7 Support Portal Access:

On-demand access to the online Marketo Support Portal to submit support requests, review case status, and browse other resources like our Support Solutions knowledgebase, News & Alerts, Featured Tips, & more.

24x7 Global Phone & Web Support for P1 Cases:

Coverage by phone or online 24 hours/day, 7 days/week for response within SLAs.

Local Business Hours Support:

During local business hours, our support engineers will contact you via the best method (including telephone) to help resolve your case.

Web Case Submission:

Support cases may be created directly through our world-class Support Portal at any time, and your request will be routed to our support resources for response within SLAs.

Live Chat Support:

Start a live chat session with Marketo experts and we'll answer your questions, point you to detailed support resources, or open a support case. To start a chat session, please visit the Marketo Support Portal and click on the Live Chat button.

Authorized Support Contacts:

Designated, trained contacts in your company who are authorized to submit cases and work directly with our experts toward resolution. Your Support Admin can manage your Authorized Support Contacts on the Marketo Support Portal.

ASSIGNED SUPPORT RESOURCES

Business Support, Named Support Manager:

A Marketo Support Manager is assigned to monitor and provide oversight of your support cases, ensuring service levels are met and advocating for your support needs.

Premier Support, Named Support Engineer:

A Marketo Support Engineer is assigned as your primary point of contact to gain an understanding of your business needs and manage the majority of your support cases.

Elite Support, Technical Account Manager:

A Marketo Certified Professional with 5+ years of Support experience is assigned as your single point of contact to manage your support cases, resolve complex issues quickly, and deliver a deeper level of proactive support. Their goals are tied directly to your business success and your Technical Account Manager will partner with you to drive maximum performance and business results.

> "Whether you're talking to a customer support agent. Whether you're talking with their professional services team. Whether you're talking with their customer success team. You have very bright, energetic people who in many cases are practitioners. They've walked in my shoes. They get what it's like to live the life of a marketer. And they're there to make you successful. It's a very rare trait in a company."

Paul Green
Marketing Automation Manager, Enterasys

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ABOUT THE PREMIUM SUPPORT FEATURES

Phone Case Submission:
Access to Marketo Technical Support Engineers via our telephone support hotline for new case submissions. With Business, Premier, and Elite Support, phone case submission is available for any issue (Priority P1, P2, or P3); and with Online Support, phone case submission is available for Priority P1 (production down) issues.

Personalized Support Dashboard:
A group of reports that provides information about your instance and your support service metrics to help you get the most from your Support Services.

Proactive Case Monitoring:
Your assigned Marketo Support professional will actively monitor open cases and take proactive actions to ensure timely resolution.

Priority Case Routing:
Expedited handling and priority routing for phone, web, and email cases.

12x5 Regional Support Hours:
Extended 12x5 support hours for case submissions across adjacent regional time zones.

24x5 Global Support Hours:
Consistent, follow-the-sun coverage hours for case submissions across multiple time zones from 9:00 AM Monday Eastern-Australia through 6:00 PM Friday United States Pacific.

Accelerated SLAs:
Faster SLA response and priority scheduling to speed resolution of your support case. Please see SLA table.

Developer Support:
Assistance to help troubleshoot API calls, Email Scripting, Webhooks, Munchkin API and JavaScript with limited custom code review.

Events VIP Status:
Receive advance notice of important (and fun!) events. You'll receive exclusive access to VIP areas and other perks.

Mentoring Sessions:
Scheduled 30-minute deep dive sessions with a Marketo Support expert. Business Support includes access to one public mentoring session per quarter. Please visit the Support Portal for session information and registration. Premier and Elite Support include access to these public mentoring sessions and the ability to schedule private one-on-one mentoring sessions.

Support Service Reviews:
Periodic meetings to review support services metrics and key instance performance reports to help you continuously optimize the value of your Marketo solution.

Marketo's Customer Support organization has achieved "Rated Outstanding, Assisted & Self-Service, North America" certification from the Technology Services Industry Association (TSIA), the leading association for technology services. Additionally, Marketo has been recognized as a Certified Support Staff Excellence Center

tsia RATED OUTSTANDING 2016

ASSISTED AND SELF-SERVICE
NORTH AMERICA | MARKETO

tsia CERTIFIED SUPPORT STAFF EXCELLENCE CENTER

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SERVICE LEVEL AGREEMENTS (SLA): INITIAL RESPONSE

Priority	Online Support	Business Support	Premier Support	Elite Support
P1	1 hour	1 hour	30 minutes	30 minutes
P2	4 hours	4 hours	2 hours	2 hours
P3	6 hours	6 hours	4 hours	2 hours

Priority	Description
P1	Production down: Production system, application, or critical feature/function is down.
P2	Production impaired: A major feature or function is not working correctly and is blocking full use of the Marketo system, but existing production campaigns are working correctly and other features are operational.
P3	Minor issue: A minor issue is impacting usability of the system, but a workaround is available and major features / functions are working correctly.

SUPPORT CONTACT INFORMATION AND HOURS

Global Contacts

http://support.marketo.com	Support Portal for case management, Knowledgebase search and chat.
support@marketo.com	Email for case submission.
supportescalations@marketo.com	Contact Support Management regarding Support services.
supportfeedback@marketo.com	Questions regarding Support or Community access.

Regional Hours of Operation, Contact Information, and Language Support

Americas	Europe, Middle East, & Africa	Australia & New Zealand	Japan
M-F, 6am-6pm PST Toll Free: +1.877.270.6586 Direct: +1.650.376.2302	M-F, 8am-5pm GMT EU: +353 (0)1 242 3030 UK: 0800 151 3030	M-F, 9am-6pm Aus EST ANZ: +61 2 8073 0513	M-F, 9am-6pm JST +81 3 4588 9301
English, Spanish	English, French, German, Portuguese	English, Japanese	English, Japanese
Observed Office Holidays			
- New Years Day - Independence Day - Thanksgiving Day (& the Day After) - Christmas Day	- New Year's Day - Easter Monday - Christmas Day - St. Stephen's Day	- New Year's Day - Good Friday - Easter Monday - ANZAC Day - Christmas Day - Boxing Day	- New Years Day - Coming of Age Day - National Foundation Day - Vernal Equinox Day - Showa Day - Constitution Memorial Day - Greenery Day - Children's Day - Substitute Holiday - Marine Day - Respect for the Aged Day - National Holiday - Autumnal Equinox Day - Health-Sports Day - Culture Day - Labor Thanksgiving Day - Emperor's Birthday - Winter Holiday

AFTER-HOURS SUPPORT FOR PRODUCTION DOWN ISSUES

Online: http://support.marketo.com, enter a Support Case with Priority = P1
Phone: Call your regional Marketo Support Line and follow the P1 prompts.

ADDITIONAL INFORMATION

For more information about Marketo Support levels or to discuss other services, please contact us at services@marketo.com.

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