



Kyriba Premium Support

KYRIBA FACT SHEET

Kyriba Premium Support offers a deeper level of support for Kyriba's clients, further enhancing the user experience and delivering proactive response to support issues. It provides personalized, "white glove" support tailored for each client's individual needs, providing access to the right information at the right time, more optimized use of Kyriba, and time and resource savings through customized monitoring.

Key features of Kyriba Premium Support include:

- Multi-lingual 24/5 phone and email support access in Asia, Europe and North America
- Designated support account manager
- Customized connectivity monitoring of platform, bank statements and payments
- Kyriba Social – collaboration group just for your organization
- Comprehensive custom case analysis reports
- Review of each new Kyriba release

Kyriba Premium Support provides extended support coverages, giving access to all of Kyriba's global support centers across North America, EMEA and Asia. This enables 24/5 support across multiple languages, so that individual users do not have to submit tickets in the organization's primary market. Kyriba Premium Support subscribers also have enhanced access to Kyriba's highly-regarded support and collaboration portal, Kyriba Social. In addition to standard access to the knowledge base and support sections, this deeper level of access offers a collaboration group on Kyriba Social for individual organizations to privately share Kyriba information and best practices.

Key Capabilities:

- Dedicated support account manager
- Kyriba Social – Collaboration Group
- System reporting
- Proactive information

Software-as-a-service (SaaS):

- No maintenance fees – subscription-based

Security:

- SOC 1 and SOC 2 compliant
- Redundant disaster recovery
- Encryption, authentication and administration
- Audit trails

Reporting:

- Hundreds of configurable reports
- Out-of-the-box dashboards
- Automated scheduling
- PDF, Excel and HTML formats
- Distribute reports via email



ENHANCED SUPPORT AND CASE MANAGEMENT

Kyriba Premium Support subscribers benefit from a designated support account manager, an experienced and highly-trained resource with advanced knowledge of the Kyriba application. The support account manager has in-depth knowledge of a client's individual Kyriba environment and processes. They monitor all support requests, and will proactively manage and coordinate case escalations on a client's behalf, to ensure the quickest possible resolution. All cases are simultaneously submitted to the support account manager and Kyriba's general support queue for faster resolution.

The support account manager also manages product enhancement requests, serving as an in-house advocate and liaison point for Kyriba Premium Support subscribers.

Clients who subscribe to Kyriba Premium Support will also benefit from comprehensive custom case analysis reports, and customized webinars on all upcoming releases, providing detailed information on new features and enhancements. These webinars provide detailed information on new features and enhancements, often available at no additional cost.

CUSTOMIZED CONNECTIVITY MONITORING

Kyriba Premium Support provides subscribers with a higher level of monitoring of their environment, including the Kyriba platform, the delivery of bank statements and notifications of payment activity.

The support account manager works with clients to establish the most suitable monitoring schedule, tailored for each organization, and will provide proactive status information.

	KYRIBA STANDARD SUPPORT	KYRIBA PREMIUM SUPPORT
Support Center	Local	All (North America, EMEA, Asia)
Email	✓	✓
Kyriba Social Support	✓	✓
Telephone Support Access	✓	✓
Authorized Contacts	1 (+1 backup)	5
Kyriba Social – Collaboration Group		✓
Reporting		✓
Designated Support Account Manager		✓
Proactive Monitoring		✓
Personalized Review with Support Account Manager		✓