

# Kyriba Premium Support

## KYRIBA FACT SHEET

**Kyriba Premium Support provides a more advanced level support for Kyriba clients looking to further enhance the user experience and receive proactive response to support issues. The primary features of Premium Support is the assignment of a designated Support Account Manager as well as a comprehensive dedicated monitoring approach.**

**Kyriba Premium Support provides a level of personalization that matches each client's individual needs, providing access to the right information at the right time, a more optimized use of Kyriba, and time and resource savings through proactive monitoring.**

### Kyriba Premium Support Key Features:

- 24/5 support access in Asia, Europe and North America
- Designated Support Account Manager (SAM)
- Regular service review meetings with the SAM
- Proactive monitoring and alerts of bank connection status, payments and variances
- Comprehensive KPI reports
- Yearly overview of the new features delivered by Kyriba
- Priority call

### Extended Support Coverage

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:

- 24x5 support, eliminating the need to submit tickets in the organization's primary market.
- 24x7 Client Support Portal access that includes the ability to manage cases.
- Access to the support knowledge base.





## Enhanced Support And Case Management

Kyriba Premium Support subscribers benefit from a designated Support Account Manager (SAM), an experienced and highly-trained resource with advanced knowledge of the Kyriba application and the client's individual Kyriba environment and processes.

The SAM provides proactive management of all support requests, coordinating case escalations to ensure the quickest possible resolution. Cases are simultaneously submitted to the SAM and Kyriba's general support queue for greater visibility and speed to solution.



## Dedicated Monitoring

Kyriba Premium Support provides subscribers an invaluable service for companies wishing to outsource their monitoring functions and optimize internal resources. Dedicated Monitoring includes:

- Monitoring the delivery of bank statements, bank connection status and cash balance variances
- Payment monitoring to ensure that payments are sent and processed successfully by the banks
- Personalized monitoring schedule, adapted for each client, providing proactive alerts each time a potential issue is detected



### Why Kyriba Premium Support?

Kyriba Premium Support addresses the needs of companies using Kyriba for our award-winning Treasury, Payments and Supply Chain Financing solutions, and looking for a more advanced support package that includes:

- Assignment of a designated Support Account Manager for dedicated support and a point of escalation
- Proactive monitoring and alerts of bank connection status, payments and variances

