

Sitetracker Service Packages

A TRUE partner in your Success

Your work doesn't end after implementation, so neither should ours. Get support when you need it, experts to help meet new challenges, and a community to connect with other users just like you. **Success is a journey. Sitetracker is your TRUE partner every step of the way.**



Professional Services

Evolve your org to fit new business needs with the expertise of the Sitetracker team.



Training and Certification

Increase adoption and utilization by mastering the platform.



Support

Minimize disruptions with fast, technical support to help you when you need it most.



Community

Enhance your experience as you connect and learn with other users.

Available in simple packages to fit your business:

Standard

Error Response Times*†

Class 4 Errors

Within 15 Business Days

Class 3 Errors:

Within 5 Business Days

Class 2 Errors:

By End of Next Business Day

Class 1 Errors:

Within 60 minutes

(updates every 4 hours)

Support Desk†

**Community and
Documentation**

Certification

Add-on

Silver

Error Response Times*†

Class 4 Errors

Within 10 Business Days

Class 3 Errors:

Within 2 Business Days

Class 2 Errors:

Same Business Day

Class 1 Errors:

Within 30 minutes

(updates every 4 hours)

Support Desk†

**Community and
Documentation**

Certification

Add-on

Professional Services

Up to 10 hours

Gold

Error Response Times*†

Class 4 Errors

Within 10 Business Days

Class 3 Errors:

Within 2 Business Days

Class 2 Errors:

Within 4 hours

Class 1 Errors:

Within 30 minutes

(updates every 2 hours)

Support Desk†

**Community and
Documentation**

Certification

2 per year

Professional Services

Up to 20 hours

**Technical Success
Management**

Add-on

Platinum

Error Response Times*†

Class 4 Errors

Within 10 Business Days

Class 3 Errors:

Same business day

Class 2 Errors:

Within 2 hours

Class 1 Errors:

Within 30 minutes

(updates every 2 hours)

Support Desk†

**Community and
Documentation**

Certification

5 per year

Professional Services

Up to 40 hours

**Technical Success
Management**

For those who want a little more, leverage our add-in, a la carte options available across select packages:

+ Additional Certification
Seats

+ Additional Certification
Seats

+ Architecture Reviews

+ Additional Certification
Seats

+ Architecture Reviews

+ Technical Success
Management

+ Additional Certification
Seats

+ Architecture Reviews

+ Technical Success
Management

*For additional information on Error classification levels, please reach out to your Account Executive

†Available from 8-6pm based on billing region time

Embrace a TRUE Partner

With Sitetracker, you are gaining a TRUE partner that delivers:

- T** Technology education and certification, to master the platform and increase adoption and utilization
- R** Responsive community of over 14,000 users like you.
- U** Unlocked value and innovation to help you realize the business value and ROI you need as well as continuous innovation through regular product updates.
- E** Expert implementation and global support to ensure you always get what you need throughout your time with Sitetracker.



Reach out to your Account Executive or contact us to learn more about how Sitetracker can be a TRUE partner to your business.

SITETRACKER

Our mission is to help companies achieve profitable growth by deploying infrastructure faster, unlocking digital equity and a more sustainable future for everyone.

[Sitetracker.com](https://sitetracker.com)