

Client Services – Standard and Premium Services

Standard Client Services as indicated below are included with the Archiving Platform package purchased by Client (unless otherwise contracted). Premium Client Services may be purchased separately and are not included with Client's purchase of a Smarsh Archiving Platform package. Premium Professional Services will be provided for an additional fee pursuant to an order form or statement of work.

Category of Service	Standard (included)	Premium (for fee)
<i>Implementation</i>	<ul style="list-style-type: none"> Standard provisioning of services and features included with the Smarsh Archiving Platform Package Bulk load initial users if >20 connections Standard 3rd Party Letter of Attestation 	<ul style="list-style-type: none"> Onboarding Project Manager Custom 3rd Party Letter of Attestation
<i>Technical Support</i>	<ul style="list-style-type: none"> 24x7 Support Adhere to security protocols ensuring only Authorized Admin Users (maximum of 10) may contact support 	<ul style="list-style-type: none"> Designated Support Team Employee support for Personal Archive Access (only Admins may contact Support) Additional Authorized Admin Users
<i>Product Training</i>	<ul style="list-style-type: none"> On-demand webinars, user guides, and access to an expansive resource library (central.smarsh.com) Refer to Smarsh Archiving Platform Package for additional training included 	<ul style="list-style-type: none"> Additional online 1:1 training sessions Custom training / customized documentation On-site Training at customer location(s)
<i>Policy Rules</i>	<ul style="list-style-type: none"> Depending on the Smarsh Archiving Platform Package selected, clients may configure policies within platform to automate review processes 	<ul style="list-style-type: none"> Policy Quick Start (policy assistance) Smarsh curated (pre-built) Policy Rules Advanced Policy Tuning & Customization
<i>Web Archiving</i>	<ul style="list-style-type: none"> Initial QA of captured website content and implementation of Web Archiving into the platform Addition and removal of domains/pages upon request 	<ul style="list-style-type: none"> Special handling of crawls like custom queues
<i>Imports</i>		<ul style="list-style-type: none"> Importing EML messages Conversion to EML (e.g., PST-to-EML) Legacy archive data migration
<i>Exports</i>	<ul style="list-style-type: none"> Self-service exports to SFTP or via downloadable file 	<ul style="list-style-type: none"> Audit Assist™ E-Discovery Support
<i>Reports</i>	<ul style="list-style-type: none"> Archiving: Standard out-of-box reports within the Smarsh Archiving Platform Email hosting: Standard reports 	<ul style="list-style-type: none"> Custom report development
<i>Security & Risk Assessment</i>	<ul style="list-style-type: none"> Standard Security Packet 	<ul style="list-style-type: none"> Custom Security Questionnaire Onsite Assessment Custom Security Documentation
<i>Professional Services</i>		<ul style="list-style-type: none"> Supervision workflow & optimization Legal Discovery workflow & optimization Audit-related Professional Services Health Checks & Assessment