

Service Packages

Cost-effective packages designed to fit your business needs

DATA SHEET

The Challenge

Businesses face demands on their time and resources, particularly with the ever-evolving compliance landscape. Organizations must stay alert, review, and respond to regulation standards which means constantly upkeeping a complex web of policies and processes to protect their data and maintain their reputations.

The Solution

The features of Professional Archive empower you to do everything from creating user roles to customizing policy alerts to reviewing dashboard trends. Service Packages add value by utilizing your compliance resources efficiently. Checking the box on compliance means getting your Smarsh solution to work for you fast so you can get back to running your business. These package features enable you to streamline your compliance processes, collect evidence of message data, run reports, and complete annual updates of system users and policies with ease.

Any financial firm, regardless of size, may face:

- Insufficient time or staff to adequately respond to compliance risk events, regularly review compliance alerts, or keep up with regulation requests such as audits in a timely manner.
- Inefficient compliance tasks due to a lack of technical skills and expertise in utilizing compliance tools.

These challenges can lead to compliance failures and regulatory risks that can have serious consequences for businesses.

Choose the Right Package for your Needs

These cost-effective packages are designed to fit your business while providing a premium experience. From a brand-new RIA to one that's ready to scale to enterprise size, our Service Packages are designed to help you meet your compliance needs and reduce your risk exposure.

- **Select:** Designed for start-ups or small independent firms, get help when you need it with scheduled expertise on archiving, searching, and workflows.
- **Plus:** Ideal for emerging firms who need that extra assistance during an audit and annual health reporting
- **Premium:** For progressive firms, upgrade supervision capabilities with purpose-built policies and a data export
- **Elite:** Expand compliance capabilities for expansive firms who benefit from outsourced first level message review, tuned alerts, and proactive health checks.

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| Key Features | Included | Select | Plus | Premium | Elite |
|--|----------|--------|------|------------------|-------------------|
| Health Checks | | | | | |
| Smarsh Health Check | | | ✓ | ✓ | ✓ |
| Supervision Health Check | | | | 1 | 2 |
| Audit Support | | | | | |
| Audit Response Expert Appointment ³ | | | ✓ | ✓ | ✓ |
| Audit Assist Data Export ^{1 2} | | | | 25 criteria pts* | 25 criteria pts* |
| Audit Readiness ² | | | | | ✓ |
| Communications Review | | | | | |
| Smarsh Workflow Expert Appointments ³ | | ✓ | ✓ | ✓ | ✓ |
| Lexicon Policy Libraries | | | | 5 | 25+ |
| Policy Tuning ^{1 2} | | | | | ✓ |
| Assisted Review (\$1.20/additional msg) | | | | | Up to 20,000 msgs |
| Continued Product Education | | | | | |
| Smarsh Central Knowledge Base | ✓ | ✓ | ✓ | ✓ | ✓ |
| Smarsh University Web Access | | ✓ | ✓ | ✓ | ✓ |
| Support | | | | | |
| Basic Support ⁴ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Scheduled Support Appointments ³ | | ✓ | ✓ | ✓ | ✓ |
| Regulation Trends | | | | | |
| Regulatory Guidance Resources | ✓ | ✓ | ✓ | ✓ | ✓ |
| Total Expert Appointments To Choose From | | 5 | 10 | 10 | 12 ⁵ |

* Criteria scores represent the complexity of satisfying search requests and include: custodians, date ranges, keywords, and wildcards.

Assumptions

1. Smarsh is not responsible for any delays caused by the Customer, the Customer's contractors, or any of the Customer's third-party vendors or third-party service providers, or delays that are otherwise outside the control of Smarsh.
2. Work will take place remotely between 12 p.m. and 8 p.m. Eastern Standard / Daylight Time.
3. Subject to availability between 9 a.m. and 7 p.m. Eastern Standard / Daylight Time.
4. Basic support available between 8 a.m. and 8 p.m. Eastern Standard / Daylight Time.

Add-ons

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|--|
| Additional Lexicon Policy Libraries (5 pack) |
| Supervision Architect |
| Additional Audit Assist Data Export |
| Pro Plus / Pro Elite Premium Support |
| Additional Smarsh University Access |
| Training (Minimum half day) |