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 as a Professional Service 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)
Implementation	• Standard provisioning of services	• Enterprise-level Smarsh Implementation Project Manager • AD Synchronization / SSO Technical Implementation • Branch office management / Group sign-up forms for new accounts • User management assistance (e.g. adding/removing users)
Technical Support	• 24x7 Support • Only Authorized Admin Users may contact support	• Enhanced Technical Support Services • End-user Technical Support Services • Employee support for Personal Archive Access (only Admins may contact Support)
Product Training	• On-demand webinars, user guides, and product documentation • Web conference 1:1 training (# based on Archiving Platform package)	• On-site Training at customer location(s) • Additional remote 1:1 training sessions • Custom training / customized documentation
Policy Rules		• Policy Quick Start (policy assistance) • Smarsh curated (pre-built) Policy Rules • Advanced Policy Tuning & Customization • Effective Policy Management Workshops (Best Practices)
Web Archiving	• Initial implementation of Web Archiving • No special handling of crawls like custom queues	• Web Archiving maintenance for changes in domains/pages • Special handling of crawls like custom queues
Imports		• Importing EML messages • Conversion to EML (e.g., PST-to-EML) • Legacy archive email migration
Exports	• Self-service exports	• Discovery/Compliance Search & Export • Audit Assist™ • E-Discovery Support
Reports	• Archiving: Standard out-of-box reports within the Smarsh Archiving Platform • Email hosting: Standard reports	• Custom report development
Professional Services		• Compliance workflow & optimization • Legal Discovery workflow & optimization • Audit-related Professional Services • Health Checks & Assessments • Social Media Footprint for Mortgage