

Services Schedule: Customer Success Management

This document forms part of, and applies only to the extent incorporated into, an applicable Statement of Work (“SOW”). The sub-sections herein describe the two services for Customer Success Management, but only to the extent such services and activities are expressly included in an applicable SOW or expressly included in a CO. Customer’s SOW or CO will expressly indicate which service described below is applicable to Customer. Syntax may update this Services Schedule from time to time by updating the linked version of this document, and the then-current linked version will apply.

1.1. Customer Success Management – Service A

Syntax will provide customer success management services as indicated below. Customer success management activities assume ticket entry and/or eBonding with the ITSM Portal.

Type	Activity	Description
CUSTOMER SUCCESS MANAGEMENT	Periodic Status Meetings	Weekly or bi-weekly meetings with Customer Success Manager to discuss Customer satisfaction, review completed activities, and plan for upcoming activities
	Executive Business Reviews	Monthly, quarterly, or semi-annual meetings with Customer Success Manager and Syntax management to review key performance indicators, discuss Customer satisfaction, and review long-term service and account requirements
	Service Management Reporting	Reports from ITSM software on events, Incidents, problems, Service Requests, and changes
	Performance Reporting	Reports from monitoring platforms for infrastructure, database, and application statistics
	Availability Reporting	Reports from monitoring platforms on service availability and related SLAs
	Escalation Management	Point of escalation and coordination for critical account issues
	Billing Management	Point of contact for billing inquiries and cloud cost management

1.2. Customer Success Management – Service B

Customer will be supported by a team of Syntax Customer Success Managers (“CSMs”). All support and escalations will be directed to this team by submitting a Service Request in the ITSM Portal that will be routed to a shared team of CSMs. In addition, the reporting and account services in the table below will be delivered to Customer through Syntax’s Customer Portal.

Type	Activity	Description
CUSTOMER SUCCESS MANAGEMENT	Service Management Reporting	Reporting on Incidents, Service Requests, changes, and root cause analyses (“RCAs”)
	Performance Reporting	Reports from monitoring platforms for infrastructure, database, and application statistics
	Availability Reporting	Reports from monitoring platforms on service availability and related SLAs
	Escalation Management	Point of escalation and coordination for critical account issues will be managed by the CSM shared team through submission of Service Request tickets in the ITSM Portal
	Billing Management	Billing and cloud cost management inquiries are managed by the CSM team through submission of Service Request tickets in the ITSM Portal; invoices are available for download by Customer’s team members with the appropriate finance role in the Customer Portal