

Technical Support Plans

All plans include:

- Email support
- Access to all self-help resources including online documentation
- IT Security Center
- Single Sign-on and Active Directory API documentation
- MS SharePoint search API documentation. This API allows SharePoint to seamlessly search Zavanta and return search results to both the Zavanta portal content and internal SharePoint documents.



Need more support or access to our technical team?

We offer additional support packages you can purchase:

Premium Support

- Scheduled phone resolution
- Response time up to 1 business day
- IT questionnaire (up to 2 hrs)
- SSO / API implementation consulting (1 hr)
- Access to senior technical staff at a reduced rate

Concierge Support

- Scheduled phone resolution
- Guaranteed SLAs – 4-8 business hours
- IT questionnaire (up to 10 hrs)
- ETL (Employee Automation)
- SSO / API / ETL consulting (up to 10 hrs)
- Access to senior technical staff at a reduced rate