

# Is your digital treasury partner actively investing in your success?

We believe that a fierce commitment to client support is essential to your treasury department's long-term outcome. That is why 75% of GTreasury's resources are dedicated to building innovative, quality products and delivering superior customer service and support.

The lengths to which we go in supporting customers represents a major difference between our company and competitors—one that can have a positive impact on your organization.

## The sun never sets with GTreasury.

- For starters, we have a “follow the sun” support model available to make sure clients across the globe can get the answers they need on a 24/7/365 basis.
- Responsiveness is critical to the well-being and success of your digital treasury and we take great pride in providing rapid resolutions to issues. More than 90% of these do not require escalation and are resolved in less than 36 hours, and we offer committed resolution SLAs for more severe issues.
- Collaboration drives results, so we provide access to our entire team of client support analysts to help ensure that you receive the highest level of service.
- Bank, payment, ERP and other connections are monitored continuously with in-app eNotifications of errors. Customized daily bank file monitoring and personal notifications are available with our premium support offering.

## Your team can reach us a number of ways.

- Our client support analysts are available via email, phone, or by accessing our extensive and ever-evolving online Help Center.
- These analysts are in-house employees who operate out of our US, EMEA and APAC locations, providing regional expertise when needed.
- This highly-trained group of client support analysts will assist you with any concerns and will work diligently to determine their cause—and then provide the best possible resolution.

## Multi-level support to help expedite a resolution.

- Embedded system documentation and client community information means you can get functionality support without leaving the application.
- Our client support teams have access to an extensive pool of global expertise and can quickly put an incredible amount of proficiency against your issue.
- When further investigation is required, our client support analysts will work with the necessary internal resources—connectivity team, solutions manager, QA team—to help resolve issues as quickly as possible.

	SUPPORT PACKAGE	STANDARD (Included)	PREMIUM (Additional fee)
SUPPORT PACKAGES	Coverage	<ul style="list-style-type: none"> <li>24/5</li> <li>24/7 for Sev 1 &amp; Sev 2 issues</li> </ul>	<ul style="list-style-type: none"> <li>24/5</li> <li>24/7 for Sev1 &amp; Sev 2 issues</li> </ul>
	Contact Method	<ul style="list-style-type: none"> <li>Email ticketing system</li> <li>Phone</li> </ul>	<ul style="list-style-type: none"> <li>Email ticketing system</li> <li>Phone</li> <li>Premium email ticketing address</li> <li>Direct phone # for named contact</li> </ul>
	Resolution SLA	<ul style="list-style-type: none"> <li>Sev 1 = 4 hours</li> <li>Sev 2 = 8 hours</li> </ul>	<ul style="list-style-type: none"> <li>Sev 1 = 4 hours</li> <li>Sev 2 = 8 hours</li> </ul>
	Quarterly Support Review		<ul style="list-style-type: none"> <li>Review of new features released</li> <li>Analysis of support tickets opened with training recommendations</li> </ul>
MONITORING AND ERROR HANDLING	BI Reporting Tune-Ups		<ul style="list-style-type: none"> <li>Quarterly review of reporting categories and one refresher training session of two hours</li> </ul>
	Bank File Connection Monitoring	<ul style="list-style-type: none"> <li>Validation of bank-wide line outage</li> <li>Late delivery alerts via GTreasury Community</li> <li>SWIFT outage notification and restoration</li> </ul>	<ul style="list-style-type: none"> <li>Validation of bank-wide line outage</li> <li>Late delivery alerts via GTreasury Community</li> <li>SWIFT outage notification and restoration</li> <li>Monitoring of each daily bank file expected by specific time deadline (scoping session required)</li> <li>Email and phone notification of delay</li> </ul>
	Payment File Integration Monitoring	<ul style="list-style-type: none"> <li>Proactive processing monitoring and eNotification of errors</li> <li>Training on the scheduling of the file integration and eNotification of errors</li> </ul>	<ul style="list-style-type: none"> <li>Proactive processing monitoring and eNotification of errors</li> <li>Training on the scheduling of the file integration and eNotification of errors</li> </ul>
	ERP File Integration Monitoring	<ul style="list-style-type: none"> <li>Proactive processing monitoring and eNotification of errors</li> <li>Training on the scheduling of the file integration and eNotification of errors</li> </ul>	<ul style="list-style-type: none"> <li>Proactive processing monitoring and eNotification of errors</li> <li>Training on the scheduling of the file integration and eNotification of errors</li> </ul>

### GTreasury provides the clarity to act.

GTreasury is the leading innovator of integrated SaaS treasury and risk management solutions for the digital treasurer. We offer any combination of cash management, payments, financial instruments, risk management, accounting, banking and hedge accounting—all seamlessly integrated, on-demand worldwide and fully secured. Headquartered in Chicago with offices serving EMEA (London) and APAC (Sydney), our global community includes more than 750 customers and over 30 industries reaching 160 countries worldwide.

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