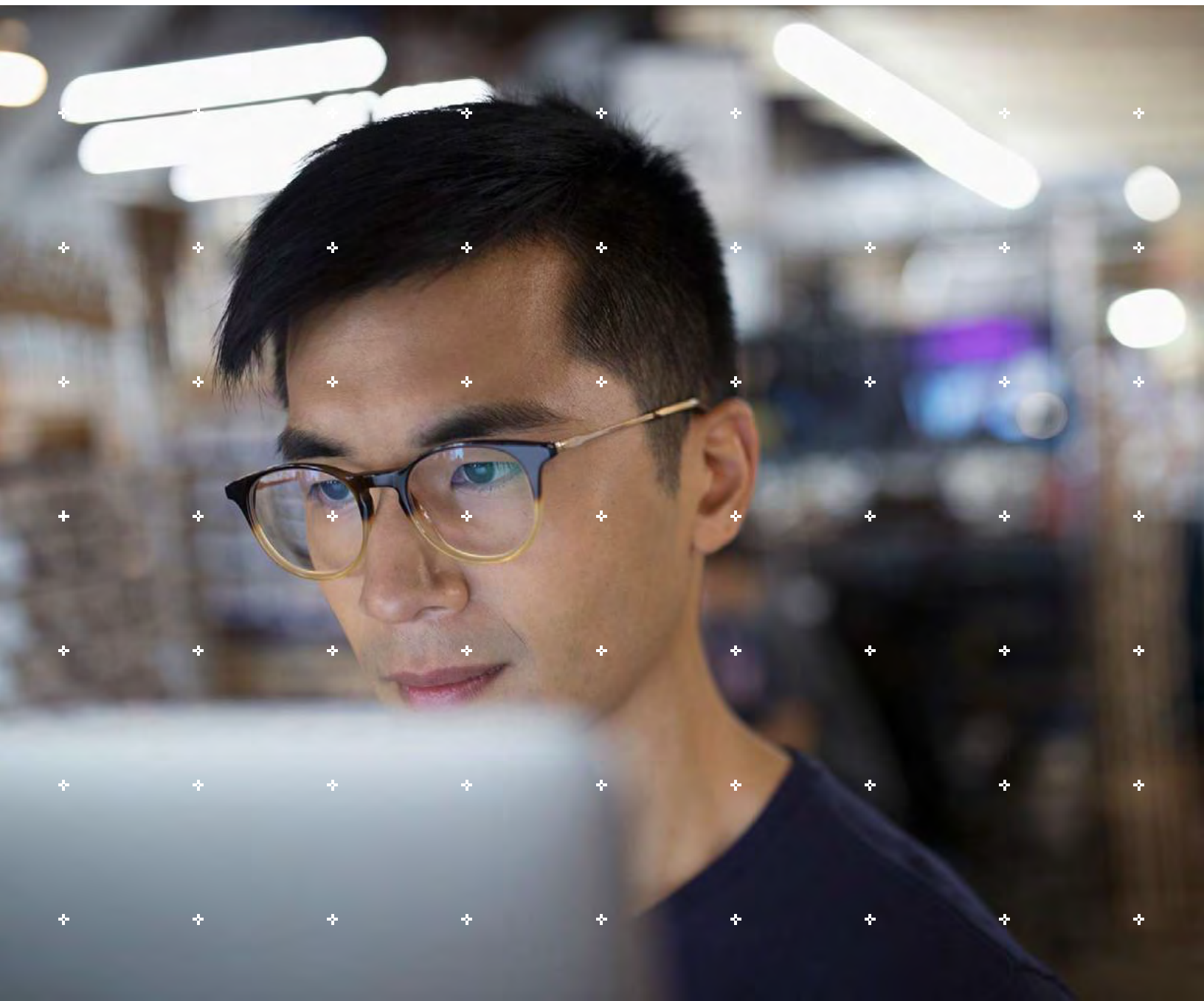


Arm Treasure Data Support



Helping make your Customer Data Platform deployment a success

Data Sheet



Arm Treasure Data provides an experienced team of support engineers and specialists ready to help you:

- + Get answers about any Arm Treasure Data related questions / issues
- + Optimize your system for process improvement and business continuity
- + Fix problems quickly and efficiently

So you can:

- + Maintain system availability
- + Stay productive
- + Improve adoption

Service Level Definitions

- + Level 1 severity is when production and/or mission-critical systems are down, and no workaround is immediately available.
- + Level 2 severity is when major functionality is impaired, but a temporary workaround is available.
- + Level 3 severity is minor loss of functionality and general questions.

No matter the issue, or where

Our team of expert engineers are available 24/7/365 to assist you. We know your customers don't take periodic breaks from visiting your website, sending you email, attending your events, and buying your products. Your CDP investment drives these key interactions and they should never be at risk. You need your customer data optimized, available and analyzed regardless of your location or time zone. Your operations are complex, but how your CDP is supported shouldn't be.

Arm Treasure Data has the level of support you need to keep your business running

From technical support to account management, we can help you make the most of your Customer Data Platform (CDP) investments.

SUPPORT OFFERINGS	STANDARD	TECHNICAL ACCOUNT MANAGEMENT
Dedicated Technical Account Manager	Available as an add-on service (\$)	Flexible options for dedicated coverage: <ul style="list-style-type: none"> • Diamond: up to 1 customers • Platinum: up to 2 customers • Gold: up to 4 customers Includes: <ul style="list-style-type: none"> • Support resolution and process improvement • Product adoption planning • System monitoring and optimization • Periodic business updates • Roadmap reviews
Support coverage hours	24/7/365	Remote regional business-hours coverage in addition to standard support
Email	Included	
Chat	Included	
Support portal access	Included	
Support portal users	Unlimited	
SERVICE LEVELS		
Response time: Level 1	4 hours	
Response time: Level 2	1 business day	
Response time: Level 3	3 business days	
Service uptime	99.5%	
Service status dashboard	Included	



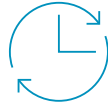
About Arm Treasure Data

Arm Treasure Data enterprise Customer Data Platform (CDP) unifies data from multiple sources - online, offline, IoT and device generated data - and empowers enterprises to disrupt their markets with superior customer experiences. Our customers are creating transformational customer relationships by connecting the data dots with our CDP. Arm Treasure Data is fully owned by Arm Holdings and has a global customer base of over 300 enterprises, including Fortune 500 and Global 2000 companies. Our clients manage over 130 trillion records, resulting in more predictable and profitable business results.

Learn more at www.treasuredata.com

Technical Account Management for dedicated support

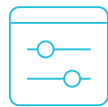
The Technical Account Manager (TAM) works with you day-to-day to help navigate the Arm Treasure Data organization. They assist with support issue resolution, champion your product inputs, and ensure your system is optimized for better adoption. Think of your Technical Account Manager as your very own Treasure Data success advocate who:



Speeds resolution to support issues - saving you time



Proactively alerts and helps you with system slow downs or anomalies so your system is always available



Optimizes your system for process improvement and business continuity



Continually proposes new capabilities, which increase adoption and improve overall business impact



Plans for new use case implementations and guides internal teams for faster time to value



Assists in onboarding new users to outpace standard system ramp times