Business Premium Support

Cornerstone Managed File Transfer Server

SRT offers different support packages that allow customers to choose their level of access to technical support staff and resources. Business Premium Support offers rapid response SLAs, 24X7 support, and interaction by telephone and remote access.

24/7 Tech Support Access

If you run critical 24/7 operations, Business Premium support gives you access to technical support any-time. Unplanned downtime can be disastrous for a business, but SRT's tech team is available when you need us. Simply call the technical support number and relay your issue to the dispatcher. **For Priority 1 issues**, an on-call Tier 3 engineer will respond within 1 hour to assist with your issue.

Business Premium support ensures that you never get stuck without support when you need it most.

Connect with us using your choice of:

GoToMeeting
Microsoft Teams
WebEx
Zoho Assist
Zoom

Not Located in the US? No Problem

SRT's technical support resources are located in the U.S., so Business Premium support can be beneficial if your operations are not U.S.-based. Business Premium support gives you the ability to access our support team during **your** standard support hours. There is no need to wait for our offices to open for your issues to be addressed.

This support level also gives you the added benefit of choosing how you want to engage with our tech team. By phone, virtual meeting, or screensharing, our team will work with you to understand and help resolve the issue. Support via chat and email is always an option as well.

Business Premium Support Includes:

- 24x7 callback for Priority 1 issues
- Callback support during regular business hours
- Same business day response for Priority 2 and 3 issues

Extended Support for End of Life (EOL)

Extended Support for End of Life (EOL) gives customers the option to run their current version of Cornerstone MFT Server for an **additional 12 months** past its End of Life while still receiving technical support. This gives you longer software testing periods before implementation and the additional time needed to migrate to a new version.

First Look Beta Participation

As a member of our First Look Beta Program, you can take part in the product roadmap of Cornerstone MFT by testing pre-release versions and providing us with your feedback. Work directly with Titan developers to share feedback and suggestions and get a look at new product enhancements before they are available to the general public.

Business Premium Support includes **Maintenance**, which comprises major updates and minor fixes.

Professional Services Discount

Upgrading your server is easy with our help. Professional services can assist with installation, upgrades, and migration, as well as with training services. We can get you upgraded quickly so you have access to critical security updates, performance enhancements, and new features. You gain the confidence that you are getting a best-practices implementation with the assistance of a Tier 3 engineer who has done hundreds of installations and upgrades. Business Premium customers are entitled to a **50% discount off the hourly rate**.

"[Cornerstone] has been a great solution for us. Overall I am very pleased with the product—it's a well thought-out and well-designed system."
~Kevin B., Infrastructure Services Manager

Cornerstone MFT Server is a product of South River Technologies (SRT), an innovator in secure file management software. More than 100,000 customers in 140 countries use SRT's software to make remote file access and collaboration more efficient for their customers, partners, and distributed workforce.

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SRT

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