

BTWENTYFOUR SUPPORT OPERATIONS OVERVIEW

User Support and Technical Support Roles - From Tier 1 to 3

A clear map of our support operations



Two Roles - Two Kinds of Value



User Support

CUSTOMER-FACING

- Customer assistance
- Training & onboarding
- Feature guidance
- Basic troubleshooting



Technical Support

SYSTEM-FACING

- Configuration
- Integrations
- Log analysis
- Incident management
- Advanced technical resolution



TIER 1

User Support

Help end users successfully use the software through guidance, education, and basic troubleshooting.

KEY SKILLS

Communication

Customer Service

Product Knowledge

Problem Solving

Documentation

Empathy

Our responsibilities

- Respond to customer inquiries via email, phone or ticketing systems.
- Answer questions and clarify product functionalities and features.
- Assist with account management and access issues.
- Provide guidance on workflows and best practices.
- Create knowledge-base articles and FAQs.
- Escalate technical issues to advanced support teams.

USER SUPPORT SPECIALIST

The User Support Specialist serves as the first point of contact for customers, providing assistance around product usage, account access, and general troubleshooting.

Complex technical issues are documented and escalated as required.

Our responsibilities

- Investigate technical possible incidents and defects.
- Analyze logs, system errors, and application behavior.
- Troubleshoot APIs, integrations, and configurations.
- Support deployments, upgrades, and customer environments.
- Perform root cause analysis.
- Work closely with development and QA teams.

TECHNICAL SUPPORT SPECIALIST

The Technical Support specialist provides advanced troubleshooting and hands-on support for customer environments and software applications, ensuring timely diagnosis and resolution of technical issues.



TIER 2

Technical Support

Diagnose, investigate, and resolve technical issues requiring deeper application and system knowledge.

KEY SKILLS

Technical Troubleshooting

SQL

Networking

APIs

Operating Systems

Analytics

Debugging

Software Architecture

ESCALATION PATH

Our Support Structure



TIER 1

User Support
Standard User Support

2 000 CHF/month

First point of contact — guidance, onboarding, and everyday troubleshooting

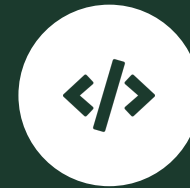


TIER 2

Technical Support
PLUS Support

4 000 CHF/month

Deep diagnosis — logs, APIs, integrations, and root-cause analysis



TIER 3

Engineering Support
Premium Support

5 000 CHF/month

Code-level fixes and product changes when deeper investigation is required

Hourly rates

User Support (minimum half hour)

135 CHF/h

Support/Integration/Conversion (minimum half hour)

195 CHF/h

	Support by the Hour		Standard Support		Plus Support		Premium Support	
SEVERITY LEVEL	RESPONSE TIME	*TOTAL TIME	RESPONSE TIME	*TOTAL TIME	RESPONSE TIME	*TOTAL TIME	RESPONSE TIME	*TOTAL TIME
Severity Level 1	16 Hours	32 Hours	8 Hours	16 Hours	2 Hours	10 Hours	1 Hour	5 Hours
Severity Level 2	16 Hours	40 Hours	8 Hours	32 Hours	2 Hours	16 Hours	1 Hour	10 hours
Severity Level 3	16 Hours	-	8 Hours	72 Hours	2 Hours	40 Hours	1 Hour	20 Hours

**Total time is total of Response- + Resolution time*

KEY TAKEAWAY

From first contact to root cause, every tier keeps the product running for the people who rely on it.

User Support, Technical Support, and Engineering aren't separate silos — they're one continuous path from question to resolution.