A Support Plan for Every Business

Jumio's Global Support Centers are available to provide our customers with industry-leading support services 24 hours a day, 365 days a year. Our Customer Success and Support team has vast experience across multiple IT disciplines, which allows them to quickly and accurately answer your technical inquiries.

Whether you prefer standard support, access to dedicated Jumio personnel or something in between, Jumio has the right plan for your business. All plans include immediate, 24/7 support for critical incidents.

Standard

With the Standard support plan, you gain 24/7 access to our Support portal with its extensive knowledge base and technical documentation. You also receive emails directly from Jumio Support to alert you to new and enhanced features, software updates, outages and any required actions so you can keep your Jumio implementation running smoothly. If you encounter an issue, you can file a ticket through our Support portal, and Jumio Support engineers will respond within eight hours (critical incidents are handled immediately).

Advanced

The Advanced support plan provides everything in the Standard plan plus priority access to Jumio Support engineers. Simply file a ticket through our Support portal, and Jumio Support engineers will investigate your question and respond within four hours (critical incidents are handled immediately). Additionally, you can consult with a Jumio expert for up to five hours of personalized assistance with onboarding and integration. The Advanced plan is ideal for businesses who want extra peace of mind and more rapid assistance from Jumio.

Premium

Jumio's Premium support plan is a comprehensive service plan designed to enrich and lengthen the lifetime of your Jumio software services and give you the most expedited support with a one-hour response time (critical incidents are handled immediately). When you file a support ticket, your issue will be escalated and given the highest priority treatment, which can include escalation to Jumio Engineering, investigation into incorrect transactions, and root cause analysis of false negatives if needed. This plan provides unlimited access to Jumio experts to assist you during onboarding and implementation, and it includes a dedicated Jumio customer success manager who provides you with quarterly reports to help you optimize your implementation.

Jumio Support Plans at a Glance

	Standard	Advanced	Premium
Dedicated Customer Success Manager			✔
Access to Subject Matter Experts			✔
Quarterly Reports			✔
Scan Investigations	False negative fraud scans only	False negative fraud scans only	All incorrect scans. Can include root cause analysis for false negative scans.
Onboarding and Integration support	Videos and documentation	Up to 5 hours of meetings with Jumio expert	Unlimited access to Jumio expert
Initial Support Response Time	8 hours	4 hours	1 hour
Knowledge Base	✔	✔	✔
Technical Documentation	✔	✔	✔
Customer Notifications	✔	✔	✔
Status Page	✔	✔	✔

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To find out more about Jumio's Support plans, contact us today.   **jumio.com**