

SUPPORT REQUESTS

Hours for operation
10

Email

Ticketing System (s)

Dedicated Phone Number

Eagle Creek Portal

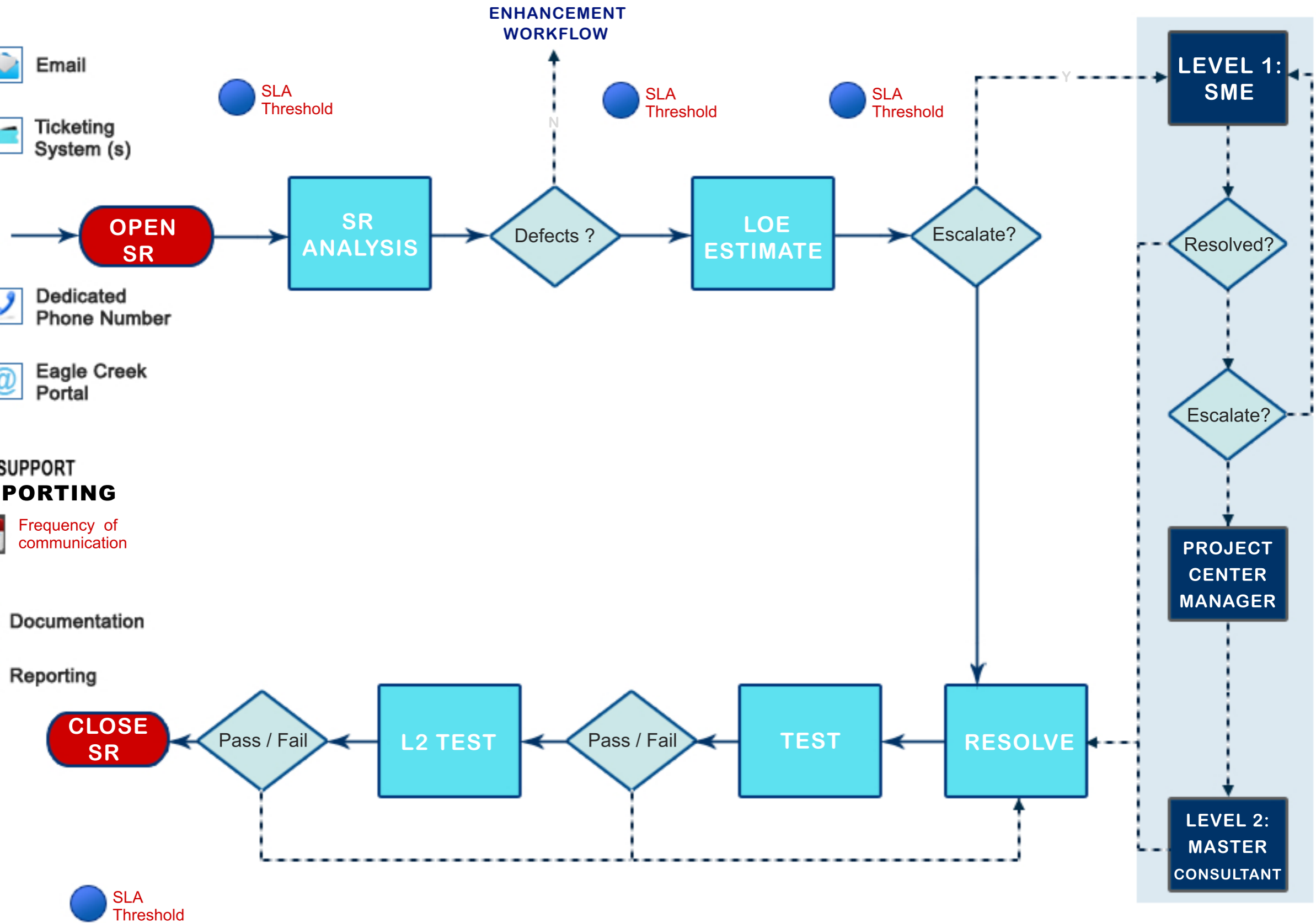
SUPPORT REPORTING

Frequency of communication
10

Documentation

Reporting

SUPPORT ESCALATION



ESCALATION SUBJECT MATTER AREAS

Configuration

Integration

Performance

Reporting

Workflow

Scripting

DB Admin

Informatica

Obiee