



























## Data Sheet

# Service & Support

Apana is committed to providing **unparalleled visibility** into water usage, **elimination of unnecessary use and waste**, and **continuous optimization** of water-intensive processes. Our **knowledgeable, friendly specialists** help you proactively resolve waste events and to **answer your questions fast**.

Features	Basic	Premier
 <b>Email Support:</b> Mon-Fri / 8am-5pm (PT)	 8hr Response	 2hr Response
 <b>First Look Step-by-Step Guidance:</b> Detailed guidance for resolving events included with Alerts		
 <b>Self-Assistance Resources:</b> Knowledge articles, how-to guides, and best practice recommendations		
 <b>Apana Device Monitoring:</b> Proactive health monitoring of sensors and gateways to identify and resolve hardware health issues		
 <b>Service Provider Support:</b> Coordination with installers and other service providers supporting installations		
 <b>Other 3rd-Party Assistance:</b> Coordination with local and municipal authorities to troubleshoot waste events		
 <b>Phone Support:</b> Mon-Fri / 8am-5pm (PT)		 2hr Response
 <b>Alert Triage:</b> Mon-Fri / 8am-5pm (PT)		
 <b>Proactive Event Assistance:</b> Additional attention to ensure large waste event remediation		
 <b>Dedicated Engineer:</b> Named Customer Success Engineer knowledgeable of unique customer environments		
 <b>Critical Situation Support:</b> 24x7 on call support for qualifying events by mutual agreement		