Focused on kindness, relentless about your success

OpenEnvoy

OpenEnvoy offers the first real-time invoice auditing product available at a fixed monthly cost. Our team is obsessed with ensuring our customers not only save time and money but have an exceptional experience centered on kindness. We are obsessed with customer satisfaction.

OUR SUPPORT PACKAGES

Support Service	Description	Essentials	Essentials Plus	Enterprise
Support coverage	Mon-Fri 8am-5pm PT	✓	✓	✓
Help Center	support.openenvoy.com	✓	✓	✓
Email	support@openenvoy.com 24-hour coverage Mon-Fri Response SLA = 2 hours	✓	✓	✓
Phone	1-833-463-6869 Mon-Fri 8am-5pm PT	✓	✓	✓
Release notes	Shared via email	✓	✓	✓
Business Reviews: Semi-annual	Business reviews include full data analysis, configuration, and best practice recommendations.		✓	
Business Reviews: Quarterly	Business reviews include full data analysis, configuration, and best practice recommendations.			✓
Designated Customer Success Manager (CSM)	CSM provides subject-matter expertise during local business hours, handles change management, and maintains communication for ongoing goals, training, and Business Reviews.		✓	✓
Priority SLAs	Highest priority SLAs to ensure support tickets are responded to quickly. Escalation path for critical issues available by contacting designated CSM			✓

Service level commitments

The OpenEnvoy service has consistently performed at an uptime of 99.9%. Our uptime monitor measures monthly, excluding holidays. Uptime and downtime measurements exclude periods affected by any time the OpenEnvoy service is not available due to circumstances beyond OpenEnvoy's control, including (i) modifications of the OpenEnvoy service by any person other than OpenEnvoy or a person acting at our direction; (ii) problems caused by failed internet connections or other hardware, software, or equipment which is not owned, controlled, or operated by OpenEnvoy; or (iii) network intrusions or denial of service or other criminal attacks.

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