

## Customer Support Plans

Maintain maximum performance with tailored support plans to meet your business needs

Customer Support Plans combine actionable flexible support options to ensure maximum performance and time to value with Cognex products and solutions.



**Technical support 24/7**



**Dedicated support experts**



**Global reach**

### Support Plan Options

#### Standard

Get started with your Cognex assets and browse support as needed. Upgrade to Professional or Enterprise at any time.

- Learn more about your products and solutions with self-service resources and tutorials
- Go further by requesting additional training and resources as needed

#### Professional

Enhance your partnership with Cognex with key guidance and timely support when you need it most. Includes Standard plan, plus:

- Ensure timely support with fast responses to critical events
- 24/7 access
- Guaranteed response times
- Dedicated telephone hotline
- Unlimited support cases

#### Enterprise

Take your Cognex partnership to new heights with personalized access and response to technical support resources. Includes Professional plan, plus:

- Minimize disruption with fastest responses during critical events from advanced support personnel
- 24/7/365 access
- Metrics reports
- Multiple access channels (Phone, email, web, virtual remote assistant)

# Support Plan Comparison

| Support Plan                            | Standard (free)                    | Professional (\$)            | Enterprise (\$\$)                                      |
|-----------------------------------------|------------------------------------|------------------------------|--------------------------------------------------------|
| Availability                            | Local business hours (9 am - 5 pm) | 24/7                         | 24/7/365                                               |
| Response SLA—Severity 1 (Critical)      | 1 business day*                    | 1 hour                       | 15 minutes                                             |
| Response SLA—Severity 2 (Serious)       | 1 business day*                    | 2 hours                      | 30 minutes                                             |
| Response SLA—Severity 3 (Moderate)      | 1–2 business days*                 | 8 hours                      | 1 hour                                                 |
| Response SLA—Severity 4 (Low)           | 2–3 business days*                 | 24 hours                     | 8 hours                                                |
| Response SLA—Severity 5 (Informational) | 5 business days*                   | 72 hours                     | 24 hours                                               |
| Support communication channels          | Web, messaging                     | Email, web, messaging, phone | Email, web, messaging, phone, virtual remote assistant |
| Number of cases                         | Unlimited                          | Unlimited                    | Unlimited                                              |
| Additional services**                   | N/A                                | Add-on                       | Add-on                                                 |

\* Response times for the Standard Plan are not guaranteed

\*\* Additional services, such as scheduled system health checks, scheduled VPN checks, on-site service, and install and commissioning support, are available at an additional cost

## COGNEX

### Advanced machine vision made easy

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