

Focused on kindness, relentless about your success

OpenEnvoy offers the first self-serve, white-glove 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. Kindness is at the core of our company values.

OUR SUPPORT PACKAGES

Support Service	Description	Essentials	Essentials Plus	Enterprise
Support coverage	Mon-Fri 8am-5pm PT	✓	✓	✓
Help Center	support.openenvoy.com	✓	✓	✓
Live Chat (in-product)	Mon-Fri 8am-5pm PT	✓	✓	✓
Email	support.openenvoy.com Mon-Fri 8am-5pm PT	✓	✓	✓
Phone	1-833-463-6869 Mon-Fri 8am-5pm PT	✓	✓	✓
Online training	Video self-guided training	✓	✓	✓
Release notes	Access through our help center	✓	✓	✓
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.			✓

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.