



Technical Support & Maintenance Program



We're here for you 24/7/365

Technical issues don't just happen during business hours. Jumio's Technical Support & Maintenance Program is a comprehensive service plan designed to enrich and lengthen the lifetime of your Jumio software services, and was created to get you the support you need, when you need it – 24 hours a day, 365 days a year.

Key Benefits

- Dedicated account manager
- Dedicated solution engineer
- Access to Jumio's technical support engineers
- UX best practices
- Software updates, patches and feature releases
- Real-time status of all Jumio services
- Online knowledge base (white papers, release notices)
- Ability to open and view cases via online Support Portal

World-Class Online Support

Jumio's Global Support Centers provide our customers with 24/7 support services via our support website, phone or email. Our account managers and technical support engineers have vast experience across multiple IT disciplines, as well as a background in network engineering and operating systems, which allows them to quickly and accurately answer your technical inquiries. We utilize a follow-the-sun, always-available support model.

Account Management

Dedicated Support	Your dedicated account manager is your first point of contact and gateway to Jumio's support and troubleshooting options.
UX Best Practices	Capitalize on our experience with the largest leading brands to help shape your user experience and discover innovative ways to reduce the number of steps it takes to verify an online user, while still building in enough safeguards to prevent most online fraud.
Omnichannel Support	Discover how to reach more audiences and demographics by successfully rolling out Jumio's identity solutions across multiple channels (e.g., web, SDK and/or API).
Utilization Reporting	Understand your organization's usage patterns with detailed business intelligence reports, which can be provided on a monthly basis upon request. Use our Customer Portal to create your own reports (e.g., number of verification transactions by day, by month, by channel).

Account Management (cont.)

QBRs & Annual Reviews	Perform quarterly checkpoints to better understand conversion metrics and fraud patterns.
Access to Third-Party Partners/ Platforms	Partner with third-parties, such as Oracle, Microsoft Azure, FINTRAIL, Wipro and Okta to extend the power of our identity proofing and fraud management solutions.
Marketing/PR Support	Get marketing collateral, technical documentation and even PR support for your launch.
Go-Live Support	Enlist Jumio's experience for your go-live coordination and request ongoing support to optimize performance, the user journey and new account conversions.

Support & Maintenance

Contact Options	Reach us 24/7/365 via email, toll-free phone or our web portal.
Online Case Management	Report problems or ask our support team questions and track the status of your case in real time from your web browser.
Online Knowledge Base	Tap into our online knowledge base, which contains thousands of useful articles, technical notes and product tips.
Software Upgrades	Receive minor software patches to major software upgrades at no additional charge via the download center. This includes alerts to newly supported ID types and subtypes, fraud detection features and user experience improvements.
Implementation Guides	Learn to integrate via Jumio's APIs and SDKs.
Customer Portal	Customize the user experience and manage your implementation and specific admin functions.
Certification Testing	Simulate real-world conditions in your sandbox environment, prior to going live, to ensure that our verification solutions work as planned and meet your required objectives.
Customer Notices	Get alerted to new releases of software, product updates, planned maintenance or discontinuation of features weeks in advance to minimize surprises to your production environment.
Real-Time Status	Check the status of our services, 24/7 via our real-time service monitoring page at https://monitor.jumio.com

Contacting Jumio Technical Support

Jumio Technical Support is available via portal, email or phone.

support.jumio.com

support@jumio.com

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