

Planview Customer Care

Extend the Value of Your Planview Solutions with Planview Customer Care Programs

As a Planview® customer, your process improvement never stops. Our extensive Customer Care program provides the ongoing support you need to elevate performance, increase productivity, and align resources with business demands across your organization. Our offerings accommodate a diverse range of support needs to ensure that you receive the ideal level of customer service.

PLANVIEW STANDARD MAINTENANCE SUPPORT

With Standard Support, access Planview's outstanding service via email, Web, phone, or fax Monday through Friday from 7 am - 7 pm US Central Time, 1 pm - 1 am GMT. Planview Standard customers receive:

- Unlimited Customer Care calls
- All new version releases
- All released updates

PLANVIEW PLATINUM SERVICE AND SUPPORT

The Platinum Service and Support program represents the highest level of customer service available. The program offers:

Premium Customer Care: Additional services help you realize the benefits of your Planview solutions more effectively. Services include:

- Experienced Manager assignment
- Monthly incident resolution/status report
- Biweekly account review call
- 24/7 access to support for urgent incidents
- Incidents worked primarily by Level II / III Consultants
- Greater understanding of client environment and software use
- Advocate for priority consideration of reported issues
- Deeper insight into incident progress & resolution, and product development queues

Customer Account Management: Benefit from a single point of contact for your account management activities and solutions planning, including:

- Account ownership through a Customer Account Manager or Account Executive
- Integration into Planview field organization
- Strategic account planning
- On-site customer visits as needed
- Regular Planview executive Platinum briefings

Remote Consulting: When you need advice or expertise that does not require on-site consulting or goes beyond support services. Remote Consulting features:

Remote Advisory Service: This cost effective service bridges Customer Care “break-fix” activities and on-site consulting engagements by leveraging Planview subject matter experts from Consulting, Solution Consulting, and Products to address your questions. Simply submit a request to schedule a Planview Subject Matter Expert to assist you on a requested topic, for as little as 15 minutes or up to two hours. Time utilized for these remote sessions deducts from your account balance in 15-minute increments. Details include:

- Scheduled 1:1 remote sessions via telephone or Microsoft® Live Meeting®
- 16 hours included per annual Platinum subscription
- Additional hours may be procured in 8-hour blocks

Remote migration assessment: If you are considering migrating to a new release, this planning session will help you understand implementation considerations, how to mitigate risks, etc. After the session, you will receive a migration assessment summary.

- Planning session for taking advantage of the value in new releases along with implementation considerations, how to mitigate risks, etc.
- Delivered by Planview Migration Consultants
- Includes a migration assessment summary

Inside Access to Planview Products: Learn more about the future of Planview products and be involved through inside access to the products team. You get an individualized, account-based product management requirements-capabilities review and a Planview Enterprise system assessment, and you also receive:

- Exclusive product roadmap briefings conducted by Product Management
- Preferred Inner Circle memberships

Exclusive Offers: Planview offers a wide range of versatile, effective programs for user development. Platinum program offers include:

- Planview Horizons user conference registrations
- Platinum discount on Planview PRISMS® E-Learning and Planview PRISMS perpetual licensing
- Remote Advisory Service discount for eight-hour blocks procured in addition to the 16 hours included per Platinum subscription year

With Planview Customer Care, you'll receive the guidance you need to get the most out of your Planview software. Learn more when you contact your Planview representative.