

Solution Brief

PLANVIEW CUSTOMER SUPPORT

Extend Your Investment with Planview Customer Support

As a Planview® customer, your process improvement never stops. Our extensive customer service program enables you to leverage the full value of your Planview solution by providing the ongoing support you need to elevate performance, increase productivity, and align resources with business demands across your organization. We've designed customer support offerings to accommodate a diverse range of needs to ensure that you receive the ideal level of customer service.

PLANVIEW STANDARD SUPPORT

With Standard Support, you can access Planview's outstanding product support service Monday through Friday from 7 a.m. to 7 p.m. US Central Time, 1 p.m. to 1 a.m. GMT via email, Web, phone, or fax. Planview Standard customers receive:

- Unlimited product support calls
- All new version releases
- Unlimited access to Planview Direct
- All released updates

PLANVIEW PLATINUM SUPPORT

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

Premium Platinum Support: additional Product Support services help you realize the benefits of Planview more effectively. Services include:

- Experienced Backline Support Consultant assignment
- Deeper insight into incident progress and resolution, and product development queues
- Greater understanding of client environment and software use
- Advocate for priority consideration of reported issues
- Incidents worked primarily by Backline Consulting team
- Biweekly incident review call
- Monthly incident resolution/status report
- 24/7 access to support for urgent incidents

Customer Account Management: benefit from a single point of contact for your account management activities and solutions planning. You get:

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

Remote Consulting: the alternative when you need advice or expertise that does not require an on-site consulting engagement or goes beyond Product Support.

Remote Advisory Service. This cost effective service bridges Product Support "break-fix" activities and consulting onsite engagements by leveraging Planview subject matter experts from Consulting, Application Support, Solution Consulting, and Products to address your questions. Simply submit a request to schedule a Planview Subject Matter Expert to assist you for on a requested topic, for as little as 15 minutes or up to two hours. Time utilized for these remote sessions decrements 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

At Planview, you're more than a customer: you're part of the team.

As a member of our support program, you'll receive the guidance you need to get the most out of your Planview software.

Learn more today by contacting your Planview representative.