

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

WOW! Platinum Support was designed for customers looking to get the most mileage out of their Versata solution. It is concierge level service combined with a product experience that is only otherwise available through expensive professional services.

Enter the newest generation of WOW! Platinum Support. **Preventative, Personal, and Always On.**

★ EXCITING FEATURES WORTH MORE THAN **\$150,000!**

Managed Upgrades	Save countless hours in test and trouble-shooting by allowing our team of experts to manage your BRMS or PLE upgrade for you. Our rigorous process will take the headache out of version updates and upgrades, allowing you to enjoy the benefits of the latest releases... without the pain to make them happen!
Application Health Check	Maximize the value of your IT investment by allowing Versata to review and analyze the deployment of your solution. Ensure the optimal health of your application to achieve the great performance and availability your organization demands. Key deliverables include expert recommendations to keep your BRMS or PLE application running smoothly.
Release Partnership	With Platinum, we partner with you to ensure we meet your needs for high quality releases that match your application release schedule. Including a test case collaboration service where we include your tests in our BRMS or PLE release test suite, we proactively partner with you to deliver on your schedule.
Platinum Experience Manager	A Platinum Experience Manager (PEM) will schedule calls with your team on a monthly basis for a status review of open support tickets. Through our PEM, you can also request escalations of key issues so that we can prioritize what matters most.
Always On Service	VIP treatment with highest level priority on all feature and support requests, 24-hour access, and a local Platinum hotline.

SERIOUS SAVINGS FOR THE LONG HAUL

Lock in pricing for 1,3 or 5 Years!

We offer the ability to lock in your maintenance and support pricing with no annual price increases for as long as 5 years!



Meet the WOW! Support Programs

	Standard	Gold	Platinum
Customer Success			
Participation in Customer Success Program	✓	✓	✓
Virtual User Group Conferences	✓	✓	✓
Product Development			
Access to Patch and Update Product Releases	✓	✓	✓
Free License Upgrade to "Standard" edition		✓	✓
Customer Support			
Phone Support during Business Hours	✓	✓	✓
Support Chat Capability during Business Hours	✓	✓	✓
Web-Based Ticketing (# of tickets per Year)	10	20	Unlimited
Case Priority Weighting for Non-Critical Issues	1x	2x	4x
Support Availability (Hours x Days/Week)	8x5	8x5	24x7 for sev1
Guaranteed Response Time for Severity 1 Issues		24 hours	4 hours
Platinum Hotline with Live Attendant			✓
Designated Platinum Experience Manager			✓
Product Experience			
Managed Upgrades			✓
Application Health Check			Annual
Release Partnership			✓



**Valuable Products and Services.
VIP Treatment. Peace of Mind.**

Contact: success@versata.com