

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

WOW! Platinum Support was designed for customers looking to get the most mileage out of their Ravenflow 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 **\$50,000!**

Managed Upgrades	Save countless hours in test and trouble-shooting by allowing our team of experts to manage your RAVEN for MS Office™ 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!
On-Demand Training	Just-in-time training to help maximize your Ravenflow impact! Get unlimited access to our on-demand training videos and even submit ideas for new training topics.
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 and to find out what we can do to improve support for your organization. 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 now offer the ability to lock in your maintenance and support pricing with no annual price increases for as long as 5 years!

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Meet the WOW! Support Programs

	Standard	Gold	Platinum
Customer Success			
Participation in Customer Success Program	✓	✓	✓
Quarterly Virtual User Group Conferences	✓	✓	✓
Product Development			
Access to Patch and Update Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
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 Support Response for Severity 1 Issues		24 hours	4 hours
Platinum Hotline with Live Attendant			✓
Platinum Experience Manager Reviews			✓
Product Experience			
Managed Upgrades			✓
On-Demand Training			✓



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

Contact success@ravenflow.com

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