

Customer WOW! Support Overview

	Standard	Gold	Platinum
Customer Success Program			
Participation in Customer Success Program	✓	✓	✓
Participation in Quarterly Virtual Customer Conferences	✓	✓	✓
Monthly Status Reviews with and Direct Escalations to Platinum Experience Manager			✓
Product Releases, Promotions, & Enhancements			
Access to Patch and Update Product Releases	✓	✓	✓
Eligibility For Customer Product Promotions	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
Free License Upgrade to “Standard” Version of New Product			✓
Incorporation of Customer Tests into Monthly Release Testing			✓
Customer Support & Issue Resolution			
Number of Customer Individuals That Can Contact Support	2	4	10
Web-Based Tickets per Year	10	20	Unlimited
Support Availability (Hours x Days/ Week)	8 x 5	10 x 5	24 x 7 for sev 1
Case Priority Weighting for Non-Critical Issues	1x	2x	4x
Guaranteed Response Time for Severity 1 Issues		< 24 Hours	< 4 Hours
VIP Phone Support			✓
Web-based Quarterly Product Training			✓
Great Requirements and Great Process Flows Services			
Access to Business Analyst Skill Development Classes		1 per year	Unlimited
Access to Raven Tool Training Classes		1 per year	Unlimited
Narrative Copy Editing Services			Unlimited