

WOW! PLATINUM SUPPORT for EPM Live Products

THE NEXT GENERATION OF SUPPORT

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

Introducing WOW! Platinum. **Preventive, Personal and Always On.**

Exciting features worth more than \$50,000!

Consulting Hours for Extended Solutions	Customizing your EPM Live implementation is important to you, so it is important to us! Platinum customers enjoy up to 40 hours per year of expert consulting services from our EPM Live team to be used for things such as trainings, installations, customizations and upgrades.
Extended Solutions Support	Use this benefit to ask questions, fix bugs, and test and modify customizations against future versions of EPM Live when you upgrade. Our Extended Solutions Support also includes source code and version control management of your customizations.
Managed Upgrades	Save countless hours in test and trouble-shooting by allowing our team of experts to manage your software upgrade for you. Our proven process will take the headache out of version transitions and allow you to enjoy the benefits of the latest releases...now! One Managed Upgrade is included per year and can be used for major or minor version upgrades. Please note, this does not include Project Management Services.
Access to EPM Live University	EPM Live University is our online Learning Management System (LMS) that lets you and your team members learn at your own pace and convenience.
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 are encouraged to escalate key issues so that we can prioritize what matters most.
Plus many more features you'll love!	VIP Treatment with highest level priority on all feature and support requests, 24-hour access, and local Platinum Hotline.

SERIOUS SAVINGS FOR THE LONG HAUL

Lock in pricing for 1,3, 5 or 10 years!

We offer the ability to lock in your maintenance and support pricing with no annual price increases for as long as 10 years!

Meet the WOW! Support Programs for EPM Live

	Standard	Gold	Platinum
Customer Success			
Participation in Customer Success Program	✓	✓	✓
Quarterly Virtual User Group Conferences	✓	✓	✓
Product Development			
Access to Patch and Update Client Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
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 (US & EU Business 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			✓
Platinum Experience Manager Reviews			✓
Product Experience			
Consulting Hours for Extended Solutions		10 hours/year	40 hours/year
Extended Solutions Support			✓
Managed Upgrades			1/year
Access to EPM Live University			✓



VIP Treatment. Peace of Mind.
Contact: success@epmlive.com