Premium Support Program
Customized Care Options

The Premium Support Program offers the highest level of customer care and a variety of value-added services to ensure your success with the flexibility needed to meet changing business demands.

To learn more, email: **market@planview.com**

Maximize the Value of Your Planview Investment

Planview offers a variety of premium support packages that can meet the ever-changing needs of your dynamic business. Receive the right kind of support at the right time.

Premium Customer Care – Premium members are assigned a Customer Care Consultant whose main goal is to expeditiously address any roadblocks to achieving maximum value from the Planview portfolio of products. The Customer Care Consultant will become familiar with your specific Planview environments, provide insights, and serve as an advocate for high-priority issues.

Members will benefit from regularly scheduled account reviews and prioritized case submissions. In addition, Premium members will receive priority routing throughout the support ticket lifecycle—from initial triage, escalation to development teams, to the scheduling of fix deployments

Guidance as you need it – Premium members gain access to Remote Advisory Service (RAS) hours which bridge the gap between Customer Care and on-site Planview Consulting, allowing you to receive quick and cost-effective enablement.

Sandbox Environments – Each Sandbox is a replica of your production application installed in a separate environment. It includes all data and can be used to test new features, build configurations, and conduct training without compromising the data and stability of your production environment.

Customer Success Management – Planview will assign your organization a Customer Success Manager (CSM) who will help you plan, prioritize and optimize your ongoing Planview solution journey, as well as monitor your product adoption and overall Planview experience.

Additional Options:

- Advanced troubleshooting and consultative assistance

- Training events of your choice

- Access to Virtual assessments with expert recommendations

- Executive business reviews

- Use case specific testing before and after releases

- Proactive customer support

- Weekly, monthly, checkpoints

- Participate in a voice of the customer program through Inner Circles

- Technical account management

Call your CSM or AE for more information