

INFO SHEET

# Planview Premium Support

Planview’s Premium Support packages can help you maximize the value of your Planview investment. Two distinct Premium support packages are available beyond our Standard offering to meet the needs of your dynamic business.

Support Plan Feature Description	Standard	Premium	Premium Plus
<b>24/5 Portal and Email Case Support</b> Access to Technical Support via Planview Portal	✓	✓	✓
<b>Software Maintenance</b> Access to latest version, fixes, and patches	✓	✓	✓
<b>Access to Support Portal, Knowledgebase, and Community</b> To improve functional understanding and best practices	✓	✓	✓
<b>University of Planview training courses</b> Access to University of Planview standard e-Learning course material	✓	✓	✓
<b>Expedited Support Experience</b> Faster response and priority case management		✓	✓
<b>5 Hours of Consulting per quarter</b> Planned Professional Services hours (RAS hours) for quarterly use		✓	✓
<b>Sandbox Environment</b> Access to one instance of a sandbox environment		✓	✓
<b>Monthly Case Review</b> Assigned Support Engineer to conduct monthly case reviews		✓	✓
<b>Technical Account Manager</b> A senior technical expert dedicated to driving value and mitigating risk			✓
<b>Dedicated Level 2 Support Team</b> Access to senior product experts on all case interactions			✓
<b>Top-Level Support Experience</b> Highest priority response with senior technical experts only			✓
<b>Additional 5 Hours of quarterly Consulting – total of 10 hours/quarter</b> Planned Professional Services hours (RAS hours) for quarterly use			✓
<b>24/7 Critical Case Phone Support</b> Dedicated number to log critical cases in off-support hours			✓

## Revised Support Packages



### Premium Distinction



#### Expedited Support Experience

Prioritization of Support cases as they come in to our Support teams



#### 20 Hours of Consulting

Utilize the expertise of Planview's Professional Services team to deliver up to 5 hours of quarterly consulting to optimize your solution



#### Sandbox Environment

Access to one instance of a sandbox environment to allow you to test and stage releases prior to production go-live



#### Monthly Case Review

Assigned Support Engineer to conduct monthly case status reviews to ensure all issues are being addressed

### Premium Plus Distinction – Includes all Premium attributes plus the following:



#### Dedicated Support Team

All support cases handled by a group of selected senior Level 2 Support resources



#### Additional 20 Hours of Consulting

Utilize the expertise of Planview's Professional Services team to deliver up to 10 hours of quarterly consulting to optimize your solution



#### VIP Phone Number

Non-publicized number provided to ONLY Premium Plus customers for direct access to Planview on critical cases



#### Top-Level Expedited Support Experience

Our highest priority case handling to jump the queue and accelerate case resolution



#### Technical Account Manager

TAM's unique combination of Planview expertise and familiarity with your specific environment allows them to support your success most effectively