



Right90 Support

Maximize the Value of Your Right90 Solution

Key Benefits

Standard Support

- **Expert Support**
Receive timely application support from experienced technical representatives.
- **Improved Productivity**
Ensure questions are addressed quickly to improve productivity and increase sales forecast accuracy.

Gold Support

- **Maximize Forecasting Impact**
Receive proactive advice and consulting from an assigned account manager to leverage Right90 best practices.
- **Increase Response Times**
Maximize uptime with rapid access to dedicated support. Requests from customers with Gold Support receive the highest priority.
- **Understand and Drive Adoption**
Gain insight into trends through usage reporting and drive increased productivity of sales reps.

Right90 offers expert product support and training to help you maximize the value of your Right90 Sales Forecasting solution. Two support options are available: *Standard* and *Gold*.

Standard Support

Peace of Mind with Quality Support

Included in the Right90 subscription price, Standard Support covers product support for Right90 administrators. End user support (Tier 1) is handled by your Right90 administrator.

Gold Support

Increase Value with Prioritized Account Specific Support

Customers with complex business processes or integration requirements should consider Gold Support. This includes an assigned account manager who understands how the business utilizes Right90 in detail. It also offers a premium service level agreement (SLA) for questions and issues regarding Right90.

Summary of Support Options

Option	Standard	Gold
Unlimited Case Limit	■	■
Response Time ¹	Depends on priority	2 business hours
Phone Support	10/5	10/5
Portal Support ²	24/7	24/7
Email Support	■	■
Business Reorganization Support	1/year	1/quarter
Assigned Account Manager		■
Quarterly Health Check		■
Usage Reporting		■
Product Advisory Program		■
Advanced Triage and Recovery		■

Note:

1) Gold support response time of 2 business hours is for critical priority issues. Normal priority response time is 8 business hours. Low priority response time is 2 business days. Business hours are defined as 8 AM – 6 PM Pacific Time.

2) Gold support is recommended for companies with Right90 Sandbox™ and/or Right90 APIs.

Gold Support Features Extend the Value of the Right90 Solution

Gold support includes standard support and the following additional valuable offerings:

- **Faster Response Time**
All critical priority support requests will be addressed within two business hours, and a support representative will ensure requests receive the highest priority and level of attention.
- **Assigned Account Manager**
A senior-level business professional will work to understand the specific business needs and develop the best approach to handle unique business requirements using Right90. This account manager is focused on ensuring that each user and role in the company is receiving value from the Right90 application. Right90 will be in constant contact with the company to address all issues, including enhancement requests, business process modeling, best practices in sales forecasting and more.
- **Business Reorganization Support**
Right90 provides advice on the best way to handle major organizational changes (like mergers or acquisitions) within the Right90 suite of applications. The Right90 team enables a smoother transition during the organizational change by offering insight into different approaches to reorganization within the sales forecasting process.
- **Quarterly Health Check**
A rigorous health check of the use of Right90, including a review of usage, forecast volatility, forecast accuracy (if applicable), and forecast evolution will be performed quarterly. Companies benefit from expert advice on incorporating best practices and maximizing value from every feature in Right90.
- **Usage Reporting**
Assigned account managers review usage reports to help drive forecast compliance, enabling customers to optimize their usage of Right90.
- **Product Advisory Program**
Meet with Right90 product team, executives, and other Right90 customers on periodic basis to receive previews into future Right90 releases, provide influence on product direction, and discuss new approaches to increase sales forecasting performance.
- **Advanced Triage and Recovery**
Right90 will provide assistance in determining feasibility and, where possible, a manual development driven correction of a loss of data due to user error.

Learn More

To learn more about which support option fits a company's specific requirements, contact a Right90 sales representative at 1-650-638-9090 or visit www.right90.com.

About Right90

Right90 makes on-demand software that delivers a trusted sales forecast companies can confidently act on. Using patented technology, Right90 makes it easy to capture and consolidate sales forecasts while delivering actionable information that companies can rely upon. Companies in manufacturing, professional services, consumer goods and energy verticals have successfully deployed Right90 to increase visibility, commitment and accountability to revenue performance. For more information, visit www.right90.com or call 1-650-638-9090.



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