

# WOW! PLATINUM SUPPORT

## THE NEXT GENERATION OF PLATINUM

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WOW! Platinum Support was designed for customers looking to get the most mileage out of their Right90 solution. It is concierge level service combined with a product team focused on the features you want right now.

Enter the newest generation of WOW! Platinum Support. We have taken all the existing services and increased their reach and impact.

### HIGHLIGHTED NEW FEATURES WORTH MORE THAN \$100,000!

<b>Additional Right90 Plans</b>	Your main business forecast sets your vision, but what about when you need to change course or review where you stand? Additional plans help your team benefit from the expertise of specific management views, overarching finance views, current actuals, and more. Get up to 10 plans free with Platinum and keep your forecasts as nimble as you are.
<b>Actuals Loading</b>	By the time your sales opportunities work their way through your ERP system and into actual revenue, it's challenging to understand exactly what came from where. Right90 has the tools you need to load your actuals quickly and easily, without any integrators or custom code, so you can learn from your full sales funnel right away.
<b>Business Reorganization Support</b>	Right90's built in product and organizational structures make it easy to understand your sales forecasts... but what happens when your organization itself shifts course? With Platinum, Right9 will adapt your system to match your org up to 4 times per year for free, even reconciling your historical data with your new structure.
<b>Platinum Experience Manager</b>	A Platinum Experience Manager will schedule calls with your team monthly to review your tickets and find out what we can do to help improve our service to your organization. We will prioritize your tickets, develop action plans to efficiently resolve your issues, and escalate any urgent matters, removing roadblocks along the way.

### SERIOUS SAVINGS FOR THE LONG HAUL

**Lock in pricing for 1,3 or 5 Years!**

We offer the ability to lock in your maintenance and support pricing with no annual price increases for as long as 5 years!

## MEET THE WOW! SUPPORT PROGRAMS

	Standard	Gold	Platinum
<b>Customer Success</b>			
Participation in Customer Success Program	✓	✓	✓
Virtual User Group Conferences	✓	✓	✓
<b>Product Development</b>			
Access to Patch and Update Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
Free API Access			✓
<b>Customer Support</b>			
Phone Support during Business Hours	✓	✓	✓
Support Chat Capability during Business Hours	✓	✓	✓
Web-Based Ticketing (# of tickets per Year)	10	20	<b>Unlimited</b>
Case Priority Weighting for Non-Critical Issues	1x	2x	4x
Support Availability (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			✓
<b>Product Experience</b>			
Additional Right90 Plans		2	10
Actuals Loading Plan			Enhanced
Advanced Triage Recovery		✓	✓
Business Reorganization Support		1/Year	4/Year
Custom Health Checks			✓
Usage Reports			✓



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VIP Treatment. Peace of Mind.**

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