

## 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 Everest solution. It is concierge level service combined with a product team focused on delivering the features you want right now.

Enter the newest generation of WOW! Platinum service. We've taken all the existing services and increased their reach and impact.



### EXCITING FEATURES WORTH MORE THAN \$40,000!

<b>Managed Upgrades</b>	Save countless hours in test and trouble-shooting by allowing Everest's 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!
<b>Extended Solutions Support</b>	Do you have valuable existing extended solutions such as Dashboard Features, Custom Reports, System Settings or Advanced Filters? With your Platinum Support contract, all of your extended solutions built by Everest are fully supported by our trained team of technicians.
<b>Platinum Experience Manager</b>	A Platinum Experience Manager will schedule calls with your team on a monthly basis for a high level review of your tickets and to find out what we can do to help improve our services to your organization. We will prioritize your tickets and develop action plans to efficiently resolve your issues.
<b>Plus the features you have come to love!</b>	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 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	✓	✓	✓
Access to API / SDK	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
<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>			
Managed Upgrades (including existing Extended Solutions)			1/year
Support for your Extended Solutions			✓



**Valuable Products and Services.  
VIP Treatment. Peace of Mind.**

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