

Aurea Platinum for exclusive support and services

Aurea's goal is your success. Our Platinum Support program is a key ingredient in helping us get there together. Platinum Support delivers a world-class, concierge-level service and support solution for on-premise or cloud customers. Customers that choose Platinum Support benefit from tremendous cost savings as they tap into Aurea resources and services to help them maintain the health and performance of their Aurea solutions.

Your ticket to VIP treatment

Aurea Platinum Support is our most exclusive offering ever. It's inspired by some of the best customer experiences in the world — and by top C-level executives who rely on Aurea as a long-term technology partner. The result is an exceptional experience for today's most results-oriented IT and business leaders.

AUREA PLATINUM SUPPORT INCLUDES:

- **Powerful, dedicated resources at your fingertips:** Every Platinum customer has a dedicated Success Associate who is proactively focused on managing and resolving issues that affect your business and technology. In addition, your concerns and successes are shared firsthand with our most senior Aurea executives. You'll meet with your Executive partner twice each year to ensure your continued success, and proactively identify issues before they arise.
- **Enhanced Support:** Say goodbye to support queues. With Platinum, you get 24x7 multi-lingual phone and web access to a dedicated team of technical support engineers. For your most severe issues, Platinum Support guarantees our fastest SLA response of 60-minutes or less, and certainty that your issue is being handled by a skilled product expert. Your issues and requests are also prioritized over all others.
- **Fine-tuned performance — optimized for your business goals:** To get the best performance possible, Aurea engineers provide exclusive architecture and design reviews for every Platinum member. Our biannual data utilization audit provides visibility, insight, and utilization benchmarking for cloud customers by monitoring the traffic moving from your Aurea cloud applications to users or other IT systems across APIs and more. You'll also get twice yearly health checks, and detailed recommendations for optimizing your system. Plus, we perform comprehensive production readiness checks to make sure your deployments are ready to go, with little risk.

GO PLATINUM:

- *Prioritized issue resolution, improved response times*
- *Future-proofing with utilization audits, free upgrades, and more*
- *Application and infrastructure services to optimize performance*

- **Future-proofed solutions and scale:** Platinum Support doesn't just protect you today, it enables your business for the future. You'll have access to an annual free upgrade to our latest product version, letting you take full advantage of Aurea innovation when you need it. You'll also be able to accelerate your Aurea Prime benefits with a free Prime Kickstart each year. That means Aurea will perform and test the installation of one Prime-eligible product for you every year – and provide the training you need to get started.

Get ready for the Platinum experience

As a Platinum customer, every touch point with Aurea is crafted to be simple, streamlined, and success-oriented. You unlock an exclusive set of tools and resources crafted to deliver superior performance, productivity, and value every step of the way. It's no wonder upwards of 80% of Aurea customers have already chosen Platinum Support. Take advantage of the unparalleled Platinum Support experience now.

Enhanced Support	Standard	Platinum
Support hours	Business hours only	24 x 7
Submit requests via portal or phone	Portal only	■
Patch and update releases	■	■
VIP phone hotline	-	■
Priority issue resolution	-	■
Support for legacy versions (up to 3 years old)	-	■

Application Management

Cloud utilization audit	-	■
Architecture and design reviews	-	■
Production readiness checks	-	■
Regular health checks for stability, usability, and preventative maintenance	-	■
Included development licenses	None	Unlimited

Future Proofing

Managed upgrades	-	1 annually
Application performance tuning	-	■
Prime Kickstart	-	1 annually

Additional Resources

Dedicated Success Associate	-	■
Executive Committee access	-	■

Support Response Time Goals

Standard

Platinum

SEVERITY	IMPACT	RESPONSE TIME GOAL	
1	Production system is down impacting all applications and associated business systems. No workaround exists.	within 4 hours	within 60 minutes
2	Production system performance is degraded, but operational; issue affects essential functions and no workaround exists; or issue is blocking critical systems tests or deliverables.	within next business day	within 4 hours
3	General product questions relating to development, feature issues, or documentation.	within 2 business days	within next business day

Learn more about Platinum Support

Contact us now >



Experience Success.

aurea.com