



Aurea Platinum: Exclusive support and services for AlertFind

Aurea's goal is your success. Aurea Platinum Support for Cloud is a key ingredient in helping us get there together. Platinum Support delivers a world-class, concierge level service and support solution for AlertFind customers. Customers who choose Platinum Support benefit from tremendous cost savings as they tap into Aurea resources and services to help them optimize their business.

Your ticket to VIP treatment

AUREA PLATINUM SUPPORT INCLUDES:

Powerful, dedicated resources at your fingertips:

Every Platinum customer has access to a dedicated Customer Success Desk that is proactively focused on managing and resolving issues that affect your business and technology. In addition, meet with an 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. 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.

Select services optimized for your business goals:

Platinum customers also have access to premiere services designed to address your business and technology demands. You'll have access to our data utilization audit services for cloud visibility and benchmarking, and to our GDPR Protect services designed to help you meet data regulatory requirements. Finally, we've tailored Platinum Support specifically for AlertFind customers with all new Disaster Simulation services.

GO PLATINUM:

- 24x7 phone and online support
- Prioritized issue resolution, improved response times
- Future-proofing with utilization audits and more
- AlertFind Disaster Simulation services

Future-proofed solutions and scale:

Platinum Support doesn't just protect you today, it enables your business for the future. You'll 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.

ENHANCED SUPPORT	STANDARD	PLATINUM
Support hours	Business hours only	24x7
Submit requests via portal or phone	Portal only	<input checked="" type="checkbox"/>
VIP phone hotline		<input checked="" type="checkbox"/>
Priority issue resolution		<input checked="" type="checkbox"/>
APPLICATION MANAGEMENT		
Disaster Simulation services		<input checked="" type="checkbox"/>
Cloud Utilization Audit		<input checked="" type="checkbox"/>
FUTURE PROOFING		
Prime Kickstart		1 annually
GDPR Protect		<input checked="" type="checkbox"/>
ADDITIONAL RESOURCES		
Customer Success Desk		<input checked="" type="checkbox"/>
Executive Committee access		<input checked="" type="checkbox"/>

Designed for AlertFind

We've amplified Aurea Platinum Support benefits for AlertFind. In addition to the top-shelf solution services and customer support that are the hallmark of Platinum support, we've now added unique business benefits to help you get the most out of your Emergency Mass Notifications solution (EMNS).

Introducing AlertFind Disaster Simulations services—exclusively available with Aurea Platinum Support. These services help ensure your company's ongoing preparedness to do all the right things when a disaster occurs by letting you test common disaster scenarios, assess your readiness to respond, and address any gaps in your disaster simulation planning.

Ensure AlertFind's Broadest Impact

AlertFind Disaster Simulation services let you simulate one (1) disaster scenario per year.

- **Test:** Pre-plan, simulate and document a realistic enterprise-wide emergency to see where you would stand if a disaster were to strike today.
- **Assess:** Analyze the results of your simulation, and report on the state of your disaster and enterprise continuity communications capabilities.
- **Address:** Act on evidence-based, concrete recommendations to help HR and risk management teams improve your use of AlertFind and bring it in line with best practices.



Interested in learning how Platinum Support for AlertFind can help you advance and enhance your business?

[Learn More >](#)