



## The Platinum Difference

In business, time is your most valuable asset. Want a higher return on your investment? **Aurea Platinum Support gets you back to work faster.**

More than ever, employees and customers depend on your products and services — which means you need to maximize uptime and resolve issues faster than ever. Aurea Platinum Support provides customers with expanded access to support resources necessary for today's results oriented IT business leaders.

### AUREA PLATINUM SUPPORT INCLUDES:

**Enhanced Support:** Say goodbye to support queues. With Platinum Support, you get 24x7x365 access to a dedicated support team. For your most severe issues, Platinum Support guarantees our fastest, 60-minute SLA response time — and your issues and requests are handled by a skilled product expert and prioritized over all others. Platinum Support works to proactively receive and resolve issues affecting your business and technology.

**Customer Success Management:** For customers with more complex product installations and mission critical solutions, Aurea Platinum Customer Success Managers (CSM) provide an additional layer of support. They can do everything from handle escalations faster to providing you with quarterly or even weekly check-in calls. It's the concierge-level service our most mission-critical customers need and expect.

**Extended Maintenance:** Upgrading is hard. With complex deployments and deep system integrations, it's not always as easy as simply downloading the latest version. With Platinum Support's optional Extended Maintenance, you get one year of continued maintenance to assist you while you upgrade. If you're unable to upgrade to the latest version after your first year of Extended Maintenance, you can continue to receive security improvements and critical patches for up to two more years.

### GO PLATINUM



#### **24/7, around-the-clock support.**

For urgent issues Connect with support engineers anytime, night or day, through our dedicated platinum hotline.



#### **Dramatically faster response times.**

Instead of waiting 24 to 72 hours, we take action as quickly as 60 minutes, depending on the severity of the issue.



#### **Priority issue resolution.**

As a Platinum Support customer, your issues skip to the front of the line.

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**Pay once, get Platinum support across ALL your Aurea products.**

	<b>STANDARD</b>	<b>PLATINUM</b>
▪ Access to support engineers via Support Portal	Business hours - 8am - 6pm, based on timezone(s)	24x7 for Urgent (Showstopper) and high priority incidents
▪ Assistance with immediate workarounds to continue using software	Business hours - 8am - 6pm, based on timezone(s)	24x7
▪ 24x7 access to Online self-help (Knowledge Base), documentation, and communities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Telephone hotline (in English) for Urgent (Showstopper) and high priority issues	-	<input checked="" type="checkbox"/>
▪ Priority issue resolution	-	<input checked="" type="checkbox"/>
▪ One year of Extended Maintenance	--	<input checked="" type="checkbox"/>
<b>SERVICE SLAS</b>		
Showstopper	4 business hours	60 minutes
High	Within 1 business day	4 hours
Medium	Within 2 business days	Next business day
Low	Within 1 week	Within 2 business days
<b>ADDITIONAL RESOURCES</b>		
▪ Customer Success Manager	-	<input checked="" type="checkbox"/>
▪ Extended Maintenance Extensions (one or two years)	-	<input checked="" type="checkbox"/>

## Ready to Upgrade to Platinum?

To learn more about Aurea Platinum Support, contact your Aurea Account Executive.

[Learn More >](#)