

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

WOW! Platinum Support was designed for customers looking to get the most mileage out of their TriActive solution. It is concierge level service combined with a product experience that is only otherwise available through more expensive professional services.

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

★ EXCITING FEATURES WORTH MORE THAN **\$50,000!**

Software Distribution	Let TriActive experts help! Our engineers will build, test, and load your software package in your company portal and deliver a recommended distribution plan. Don't do it alone - you no longer need to procure the expertise or allocate costly IT resources for this challenge.
Software License True-up	Software licensing is the most complex part of the IT budget; let us help you identify both cost savings and cost avoidance! Leveraging a unique reporting combination of software usage, multiple installations, and total installs - TriActive can help avoid costly true-ups and improve forecasting.
Guaranteed Node Overage Protection	Use as many nodes as you want throughout the year without overage charges! Once a year will contact you to true up your node count.
Multi-Portal Deployments	TriActive is extending our multi-tenant capabilities to allow you to utilize multiple portals. This can be used for archiving, test portals, or splitting business units for your service desk needs. We can provide individual portals and an aggregate view for executive management.
Custom Usage and Best Practice Consultation	TriActive will leverage our vast customer base to identify what processes work best to accomplish your company goals both short and long term. Our health check touches all areas of TriActive from ITIL to compliance.
Platinum Experience Manager	A Platinum Experience Manager (PEM) will schedule calls with your team on a monthly basis for a status review of open support tickets and to find out what we can do to improve support for your organization. Through our PEM, you can also request escalations of key issues so that we can prioritize what matters most.
Plus the features you love!	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!

TriActive[®]

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Meet the WOW! Support Programs

	Standard	Gold	Platinum
Customer Success			
Participation in Customer Success Program	✓	✓	✓
Quarterly Virtual User Group Conferences	✓	✓	✓
Product Development			
Access to Patch and Update Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
Data Storage	2GB	2GB	Unlimited
Free Custom Reports		1	5
Customer Support			
Phone Support during Business Hours	✓	✓	✓
Support Chat Capability during Business Hours	✓	✓	✓
Web-Based Ticketing (# of tickets per Year)	10	20	Unlimited
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			✓
Product Experience			
Software Distribution Assists per Year		1	12
Software License True-Up Assistance			✓
Guaranteed Node Overage Protection (with Annual True-up)			✓
Unlimited Historical Inventory and Multi-Portal Deployments			✓
Custom Usage and Best Practice Consultation			✓



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

Contact: success@triacrive.com

TriActive®