

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

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

Enter the newest generation of WOW! Platinum Support. **Preventive, Personal, and Always On.**

EXCITING FEATURES WORTH MORE THAN \$50 000!

Custom Monitoring Alerts	Agentek will set up unlimited custom monitoring alerts that keep your team updated on the most critical aspects of your service delivery.
Custom Patches	Need a patch done on your version of the product, on your time? With Platinum you receive one patch a year of your choice!
Agentek System Monitoring Service	Our system monitoring service ensures that your managers have proper visibility into the state of your system and end users.
Field Service User Adoption Report	Is your field service team fully leveraging the value of Agentek technology? This report will help you find out if your field team is adopting the product and maximizing your investment.
Vehicle Pre-check Functionality Plus Report	Improve driver safety and ultimately reduce your liability. Each day before your drivers hit the road they can use Agentek technology to report back vehicle condition. Don't skip this step!
Platinum After Hours Support	Severity 1 issues will be supported when you need them to be. Don't leave your service issues to chance based on time of day...get Platinum!
Platinum Experience Manager	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.
Plus the features you have come to love!	VIP treatment with highest level priority on all feature and support requests, 24-hour access, and a 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
Customer Success			
Participation in Customer Success Program	✓	✓	✓
Virtual User Group Conferences	✓	✓	✓
Product Development			
Access to Patch and Update Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
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			
Custom Monitoring Alerts		2	Unlimited
Custom Patches per Year			1
Agentek System Monitoring Service			✓
Field Service User Adoption Report			✓
Vehicle Pre-check Functionality Plus Report			✓



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

Contact: success@agentek.com