

Benefits	Premier	Enterprise Silver	Enterprise Gold	Enterprise Platinum
General Support				
• Phone Support	●	●	●	●
• Web Support	●	●	●	●
• 24/7 Access to Customer Community/Online Portal	●	●	●	●
• Access to Extensive Knowledge Base	●	●	●	●
• Maintenance and Releases	●	●	●	●
• Emergency 24x7 After Hours Support	●	●	●	●
Enhanced Support				
• Focal Point Engineer	-	●	●	●
• Data Connectivity Monitoring	-	●	●	●
Education Services				
• Online Education Content	●	●	●	●
Enhanced Education Services				
• Exclusive Online Education Content	-	●	●	●
• Personalized Education Portal	-	-	●	●
• Education Strategy Workshop	-	-	●	●
Outcome Services				
• Account Health Monitoring	●	●	●	●
• Disruption Escalation	-	●	●	●
• Annual Account Health Review	-	●	●	●
• Governance/Adoption Readiness	-	●	●	●
• Outcome Solution Roadmap	-	●	●	●
• Solution Roadmap/Release Readiness	-	●	●	●
• Named Customer Success Manager	-	●	●	●
Value Services				
• Included Training Credits	-	-	400	600
• Included Consulting Hours	-	-	80	200
• Add-Ons Discount	-	5%	10%	15%