

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

WOW! Platinum Support was designed for customers looking to get the most mileage out of their AlterPoint solution. It is concierge level service combined with a product team focused on delivering the features you want right now.

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 \$75,000!

Unlimited Adapters	Adding new devices to your network? Platinum customers have the ability to request new adapters to be developed for the device.
Vulnerability and Defense Service	Let us help you detect vulnerabilities in your network and remediate issues.
Select Conversions	AlterPoint experts will convert your Perl scripts or adapters to Java for AlterPoint Enterprise customers on Platinum Support.
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 local Platinum Hotline.

SERIOUS SAVINGS FOR THE LONG HAUL

Lock In Pricing for 1, 3 or 5 Years! No Annual Price Increases over Length of Contract

Historically, price increases have average between 5 to 10 percent per year. We now offer the ability to lock in your maintenance pricing with no annual increases for as long as five years!



Meet the WOW! Support Family of Products

	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
Customer Support			
Access to our Customer Web Portal	✓	✓	✓
Web-Based Ticketing (# of tickets per Year)	10	20	UNLIMITED
Assistance during Standard Version Upgrades	Self-Service	Assisted Upgrade	Done for You
Case Priority Weighting for Non-Critical Issues	1x	2x	4x
Guaranteed Response Time for Severity 1 Issues		24 hours	4 hours
Platinum Hotline with Live Attendant			✓
Platinum Experience Manager Monthly Reviews			✓
Product Content			
Adapters per Year		1	UNLIMITED
Vulnerability and Defense Service			✓
Convert Selected Perl Scripts to Java for AlterPoint Enterprise			✓
Convert Selected Adapters to Java for AlterPoint Enterprise			✓



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

Contact success@alterpoint.com

