

## WOW! PLATINUM SUPPORT

# THE NEXT GENERATION OF PLATINUM

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WOW! Platinum Support was designed for customers looking to get the most mileage out of their SmartForm 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 \$60,000!**

<b>Dynamic Smart Components</b>	SmartForm smart objects fully adapt to different designs to increase productivity – get three free per year with Platinum!
<b>Free Extended Solutions</b>	Get the most mileage out of your SmartForm solution with extensions such as GUI customization, custom macros, API-based plugins and Custom Catalog Browser Libraries. Maintenance of these extensions is also included!
<b>Managed Upgrades</b>	Save countless hours in test and trouble-shooting by allowing our team of experts to manage your software upgrade for you. Our proven process will take the headache out of version transitions and allow you to enjoy the benefits of the latest releases...now!
<b>Platinum Experience Manager</b>	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.
<b>Plus the features you love!</b>	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!

# MEET THE WOW! SUPPORT PROGRAMS

	Standard	Gold	Platinum
<b>Customer Success</b>			
Participation in Customer Success Program	✓	✓	✓
Virtual User Group Conferences	✓	✓	✓
<b>Product Development</b>			
Access to Patch and Update Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
<b>Customer Support</b>			
Phone Support during Business Hours	✓	✓	✓
Support Chat Capability during Business Hours	✓	✓	✓
Web-Based and Email Ticketing (# of tickets per Year)	10	20	<b>UNLIMITED</b>
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 Service			✓
<b>Product Experience</b>			
Free Custom Product Macros		1	5
Conversion Between SmartForm and Other CAD Systems		10 Drawings	25 Drawings
Dynamic Smart Components		1	3
Free Extended Solutions			3
Managed Upgrade (including support for API extensions)			1/year



**Valuable Products and Services.  
VIP Treatment. Peace of Mind.  
Contact [success@smartformdesign.com](mailto:success@smartformdesign.com)**