

# Planview360: Surround yourself with success

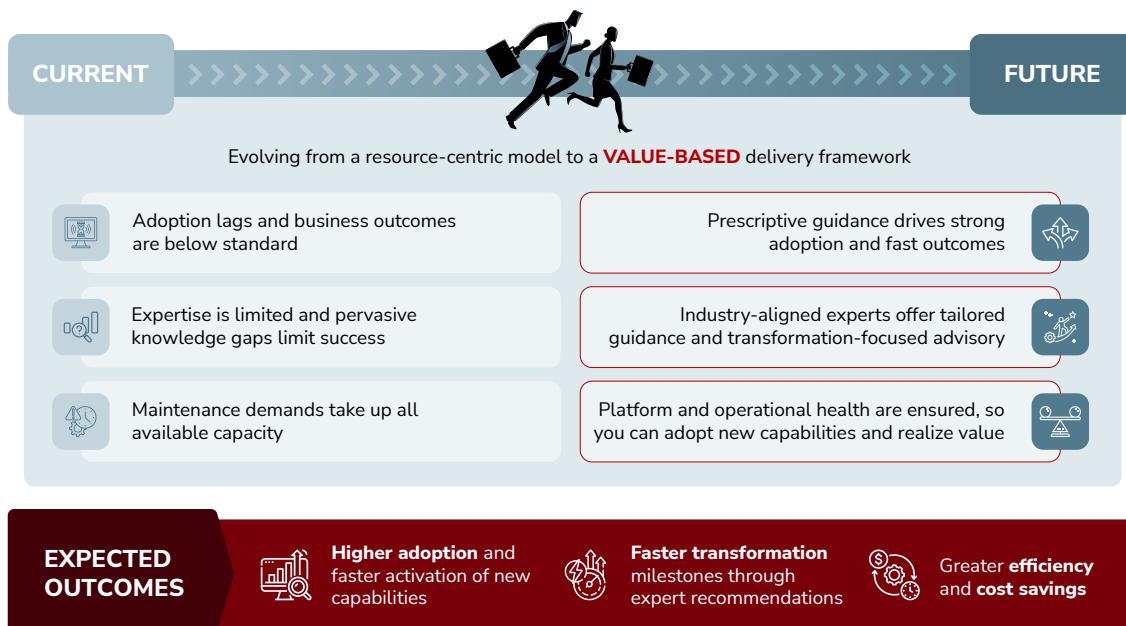
## A quick guide to Planview360 subscription services

## Planview360 in 30 Seconds

Delivered by Planview's Professional Services and Customer Care teams, Planview360 is the wheel that keeps your Planview journey moving smoothly. By providing industry expertise, adoption support, and intelligent insights, we ensure the stability, momentum, and continuous progress you need to achieve your business outcomes.

## Your Partnership, Your Results

*Evolve from a resource-centric model to a value-based delivery framework*



## Choose the Tier that Drives Your Outcomes

As a Planview customer, you'll select from the following tiers for your Planview subscription services: Bronze, Silver, Gold, and Platinum. Here's what you can expect from each level.

| Bronze  | Silver  | Gold   | Platinum   |
|---|---|--|--|
| <p><b>Ensure Planview runs reliably with foundational administrative coverage</b></p> | <p><b>Improve adoption and efficiency through proactive guidance and continuous improvement</b></p> | <p><b>Drive outcomes, governance, adoption, and measurable value realization</b></p> | <p><b>Enable strategic architecture, governance, and transformation partnership – expert-led to maximize ROI</b></p> |

## Planview360: What You Get in Each Tier

|                               |  | Bronze                            | Silver                             | Gold                              | Platinum                           |
|-------------------------------|--|-----------------------------------|------------------------------------|-----------------------------------|------------------------------------|
| Your Planview Team            | Managed Services                                       | Up to 10 hours/ week              | Up to 20 hours/ week               | Up to 40 hours/ week              | Up to 120 hours/ week              |
|                               | Customer Success Manager                               |                                   | Up to 50 hours/year                | Up to 100 hours/ year             | Up to 250 hours/ year              |
|                               | Solution Architect                                     |                                   |                                    | Up to 20 hours/year               | Up to 50 hours/year                |
|                               | Planview360 Manager                                    |                                   |                                    | Up to 200 hours/ year             | Up to 500 hours/ year              |
| Advisory & Technical Services | Data importer  |                                   | ✓                                  | ✓                                 | ✓                                  |
|                               | Business review, value alignment, & adoption roadmap   |                                   | Annually                           | Annually                          | Biannually                         |
|                               | AI Adoption (if Anvi included)                         |                                   | ✓                                  | ✓                                 | ✓                                  |
|                               | On-demand access to Planview industry & domain experts |                                   |                                    | ✓                                 | ✓                                  |
|                               | Continuous cloud testing                               |                                   |                                    | ✓                                 | ✓                                  |
|                               | Configuration & optimization health checks             |                                   |                                    | Annually                          | Biannually                         |
| Training & Learning Services  | Planview certifications                                | ✓                                 | ✓                                  | ✓                                 | ✓                                  |
|                               | Enrollment certificates (public training)              |                                   | 2                                  | 5                                 | 8                                  |
|                               | Training needs assessment                              |                                   |                                    | Annually                          | Quarterly                          |
| Professional Services         | Discount on Professional Services                      |                                   | 5%                                 | 10%                               | 15%                                |
| Enhanced Support              | Planview support plan (standard included with 360)     | Standard                          | Standard                           | Premier (recommended)             | Enterprise (recommended)           |
|                               | Transactional support                                  | 24 x 5 via portal and email       | 24 x 5 via portal and email        | 24 x 5 via portal and email       | 24 x 7 via portal and email        |
|                               | Expedited case handling initial support response SLAs  | Critical P1=2hrs<br>Major P2=4hrs | Critical P1= 2hrs<br>Major P2=4hrs | Critical P1=1hr<br>Major P2= 2hrs | Critical P1=30min<br>Major P2= 1hr |
|                               | Support engineer for reviews                           |                                   |                                    | Monthly                           | On demand                          |
|                               | Sandbox for supported products                         |                                   |                                    | ✓                                 | ✓                                  |
|                               | Early access to beta features                          |                                   |                                    |                                   | ✓                                  |
|                               | Technical Account Manager                              |                                   |                                    |                                   | ✓                                  |
|                               | Planview Roadmap briefing                              |                                   |                                    |                                   | Annually                           |

## Keep Your Transformation Rolling

Learn more about how Planview360 drives you forward:

Visit [planview.com/services/overview](https://planview.com/services/overview) or contact your Planview representative.