

A quick guide to Planview360 subscription services

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

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 Major P2=4hrs	Critical P1= 2hrs Major P2=4hrs	Critical P1=1hr Major P2= 2hrs	Critical P1=30min 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 or contact your Planview representative.