

Planview Support Packages

Match your support to your needs – strategic, technical, and operational

Partnership at Every Level

At Planview, support means partnership. Our Technical Support Engineers become your trusted advisors, ready to help when questions arise and proactive about keeping you informed. Three support levels – Standard, Premier, and Enterprise – let you match the depth of partnership to what matters most for your business.



Expedited Support Experience

Get help when you need it most with faster initial response times based on case severity – from critical to routine cases.

Premier, Enterprise



Sandbox Environment

Test and stage releases prior to production go-live with access to a sandbox environment.

*All packages**



Proactive Case Review

Ensure every issue is prioritized according to your needs with monthly or on-demand collaborative case reviews

Premier, Enterprise



Technical Account Manager

Get personalized support from a dedicated Support Engineer who knows your environment – providing technical guidance, priority support coordination, and a consistent point of contact for all your needs.

Enterprise



Roadmap Briefings & Early Access to Beta Features

Plan with confidence through beta program participation and annual roadmap previews that give you early visibility and input on upcoming innovation.

Enterprise



On-Demand Courses & Access to Full Product Documentation

Build expertise in Planview systems across teams and users. Get access to product documentation, e-Learning courses, and certifications; plus, insights from your peers.

All packages



“Planview is more a partner to us than our supplier. We get from them advice on ways of working and how to make the most of our solution.”

– Director of Operations, Santander Technology UK

*Sandbox availability varies by product: Planview® Hub and Planview® Viz do not include sandboxes. Planview® AdaptiveWork includes one sandbox with Enterprise only. All other products include one sandbox with all packages and two sandboxes with Enterprise.

Planview Support Benefit		Standard	Premier	Enterprise
24/5 Portal & Email Case Support Direct access to Technical Support Engineers via email or portal with follow-the-sun coverage		✓	✓	✓
Continuous Product Updates & Innovation Regular security patches, bug fixes, and product updates to keep your systems secure, stable, and innovative		✓	✓	✓
Knowledge Base & Community Access Searchable documentation, how-to guides, and an active user community		✓	✓	✓
University of Planview A complete catalog of on-demand e-Learning courses with a personalized Learning Dashboard for each user		✓	✓	✓
Sandbox Environment† A dedicated test environment to validate changes before production to experiment safely		✓	✓	✓
Proactive Case Review A dedicated Support Engineer for monthly reviews			✓	✓
Additional Sandbox Environment‡ An additional sandbox instance for enhanced testing and staging capabilities				✓
Technical Account Manager A dedicated Support Engineer on how your Planview systems work with your unique environment	Dedicated Level 2 Support Personalized insight from senior Technical Support Engineers on all case interactions		Optional	✓
	Personalized Support Ensures the highest priority response with senior Technical Support Engineers only		Optional	✓
	Personalized Support White-glove service with a senior Technical Support Engineer who knows your environment, systems, and history		Optional	✓
	Custom Support Cadence Case review frequency aligned to your needs: weekly planning sessions, daily support during critical periods, or ad-hoc for urgent issues		Optional	✓
24/7 Critical Case Phone Support Direct phone access to senior Technical Support Engineers for critical cases in off-support hours, including holidays				✓
Early Access to Beta Features Regular opportunities to weigh in on upcoming features and give feedback on product development				✓
Annual Roadmap Briefing Advance view of upcoming features and release timelines to support your strategic planning				✓
Initial Response Times by Case Severity				
Critical		2 h	1 h	30 min
Major		4 h	2 h	1 h
Moderate		8 h	4 h	2 h
Minor		16 h	8 h	4 h



The Right Partnership for Your Success

Whether you're new to Planview or considering an upgrade for your evolving needs, contact your Planview representative to explore your options further – and choose the partnership that best supports your organization.

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