

PLANVIEW PLATINUM SERVICE PROGRAM

Premium Customer Service and Access to Exclusive Benefits

Maximize the Value of Your Planview Investment

Meet the changing needs of your dynamic business and receive the highest level of support combined with an assortment of value-added services and member discounts with the Planview Platinum Service Program.

Premium Customer Care – Platinum members are assigned a Customer Care Manager who focuses on providing insight into priority tickets and issue resolution. The Customer Care Manager will provide insight into your environment and software use and serves as an advocate for priority requirements or issues. Benefit from regularly scheduled account reviews and ticket status reporting with 24/7 access to Customer Care for urgent incidents.

Customer Relationship Management – Planview will assign your organization a Customer Relationship Manager (CRM) who serves as the primary point of contact to navigate Planview, provides strategic account planning, and helps prioritize needs. As an added benefit, Platinum members are assigned a Planview Executive Sponsor who regularly meets with his/her counterpart to ensure everything is kept on track, respective teams are aligned, and business value is ultimately achieved.

"In being part of the Platinum Program, we have developed a strong relationship with both our Customer Relationship Manager (CRM) and Planview executives. Our CRM engages with us regularly and quickly connects us with the right people for a task or issue, escalating to resolve any challenges we need to deal with, if necessary. They also provide us with insight into how we might effectively take advantage of strategic opportunities. The Platinum Program and CRM have provided us with a superior level of service that we have come to rely on as we continue to build a strong partnership."

Michele Mills, Director, ITS PMO Director, University of Utah Health Care

Exclusive Remote Services –

- **Remote Advisory Service (RAS):** Receive 20 hours of one-on-one remote consulting services that align support activities with Planview Consulting for a cost effective approach that meets your business needs. Get advice from Planview Subject Matter Experts (SME) from Consulting, Application Support, Solution Consulting, and Development.
- **Remote Technical Migration Service:** Platinum on-premise customers receive up to two days of remote (or on-site) migration installation services delivered in a single engagement. Platinum Software-as-a-Service (SaaS) customers receive an extended testing period in the migrated environment.

Planview Platinum Service Program

Planview Platinum Service Program offers the highest level of customer support and a variety of value-added services to ensure your success with the flexibility needed to meet changing business demands.

To learn more, email: market@planview.com

Platinum Member Benefits

- Customer Care Manager assigned to review tickets and keep you informed on priority requests
- Exclusive relationship with a Planview Executive Sponsor with a focus on business alignment
- Access to Planview experts across the organization
- Flexible Remote Services to meet your business needs
- Inside access to Planview products and a early review of the product roadmap
- First-class offers and member discounts

- **Remote Education Service:** Take advantage of an annual planning session with a Planview Education or Training SME. Together, we analyze your company's current and future needs and provide recommendations for an organizational education plan. At the same time, Platinum members benefit from weekly PRISMS® Live interactive online classes on a number of popular topics.
- **Remote Assessments:** Receive a migration review to help stakeholders understand the benefits of new software releases, implementation considerations, and risk analysis. The migration consultant will provide a migration assessment summary with recommendations and outcomes. Platinum members also receive an annual session with a Planview Technical SME to review current system state, performance improvement opportunities, capacity planning, and more.

"Platinum support has proven indispensable, particularly for the first couple years with the products. We have been able to support rapid progress and product configuration evolution by leveraging the services provided by Platinum."

Larry Rutherford, Director of Process Engineering, Tribune Technology Division, Tribune Company

Inside Access to Planview Products – As a Platinum member you receive exclusive product roadmap briefings conducted by Planview Product Management throughout the year. Benefit from:

- **Product Inner Circle** – Receive priority access to participate in a voice of the customer program driven by Product Management that gives customers the opportunity to provide feedback, brainstorm, collaborate and prioritize key features for major releases. Customers participate in sprint demos and Inner Circle meetings throughout the development lifecycle.
- **Key Enhancement Submission Review** – Work with Planview Product Management to review the customer's highest-priority product enhancements.
- **Platinum Executive Briefing at Planview Horizons** – Meet with your assigned Planview Executive Sponsor and examine relationship objectives and align them with your corporate priorities and future strategies during the annual Horizons User Conference
- **Agile Development Methods Session** – Benefit from an educational session around Planview's own use of Agile including internal strategies and best practices.
- **Inside Access to Product Roadmap** – Get a first look at the latest Planview Enterprise software release featuring new functionality and benefits.

Platinum Exclusive Offers – Platinum members can take advantage of valuable offers and discounts including:

- Two complimentary passes to the Planview Horizons User Conference
- Priority registration for Meet the Experts at Planview Horizons User Conference
- Discount on Planview PRISMS Best Practices and PRISMS E-Learning programs
- Remote Advisory Service discount for eight-hour blocks procured in addition to the hours included per Platinum subscription year
- Discount on Planview Austin-based training classes

Get Started

To participate in the Platinum Services Program, email market@planview.com.



Planview is a global leader in portfolio management and project collaboration. From small teams to large enterprises, leaders in every industry rely on the company's cloud solutions to empower organizations to reach their goals and drive results by optimizing the capacity of their people and financial resources. Planview's singular focus fuels a deep commitment to innovation and customer success. For more information, visit Planview.com and Projectplace.com.

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