

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

WOW! Platinum Support was designed for customers looking to get the most mileage out of their AlterPoint solution. It is concierge level service combined with a product team focused on the features you want right now.

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 **\$75,000!**

Unlimited Adapters	Adding new devices to your network? Platinum customers have the ability to request new adapters to be developed for the device.
Vulnerability and Defense Service	Let us help you detect vulnerabilities in your network and remediate issues.
Select Conversions	AlterPoint experts will convert your Perl scripts or adapters to Java for AlterPoint Enterprise customers on Platinum Support.
Platinum Experience Manager	A Platinum Experience Manager will schedule calls with your team on a monthly basis for a high level review of your tickets and to find out what we can do to help improve our services to your organization. We will prioritize your tickets and develop action plans to efficiently resolve your issues.
Plus the features you have come to love!	VIP treatment with highest level priority on all feature and support requests, 24-hour access, and a 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
Customer Success			
Participation in Customer Success Program	✓	✓	✓
Virtual User Group Conferences	✓	✓	✓
Product Development			
Access to Patch and Update Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
Customer Support			
Phone Support during Business Hours	✓	✓	✓
Support Chat Capability during Business Hours	✓	✓	✓
Web-Based Ticketing (# of tickets per Year)	10	20	Unlimited
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 Reviews			✓
Product Experience			
NAC Policy Customization	1	4	Unlimited
Custom Reports		1	3
Managed Upgrades (per year)			1
Additional DHCP or VPN Network Protocol Configuration			1



**Valuable Products and Services.
VIP Treatment. Peace of Mind.**

Contact: success@alterpoint.com

