

CUSTOMER CARE OVERVIEW

Extend the Value of Your Planview Solution with Planview Customer Care Programs

Alongside our excellent products Planview provides Customer Care support programs to help you fully leverage the value of your Planview investment.

Our highly skilled and tenured representatives are ready to respond and resolve your tickets quickly, so you can return to productive work. With more than 20 years of experience in portfolio management, we provide an unmatched commitment to customer success with industry-leading customer satisfaction.

Choose the Support Level That is Right for You

We provide two levels of Customer Care: Standard Support and the Platinum Service Program. Select the program that best fits your budget, business requirements, and strategic goals. The flexibility we provide means that you can easily adjust your support levels as your business grows and evolves.

Planview Standard Support

Access Planview's outstanding Standard Support representatives during extended business hours via email, Web, phone, or fax Monday through Friday from 7 am - 7 pm US Central Time, 1 pm - 1 am GMT. Planview Standard Support customers can submit an unlimited number of tickets to Customer Care and have access to all of the latest Planview Enterprise® version releases and updates.

Planview Standard Support helps you:

- Improve return on investment based on services geared for optimized resource utilization, improved portfolio management, and enhanced decision making.
- Streamline performance and uptime with the latest technology updates, enhancements, and technical support.
- Maximize long-term benefits with ongoing support programs that can be scaled to your changing needs.
- Strengthen your competitive advantage with coordinated services from the Planview Customer Care and Consulting Groups, sharpening your competitive edge in today's dynamic markets

Planview Platinum Service Program

Planview Platinum Service Program offers the highest level of Customer Service available from Planview. You gain all the benefits of Standard Support as well as additional services including Premium Customer Care Support, an assigned Customer Relationship Manager, valuable Remote Services, Inside Access to Planview Products, and an array of exclusive member benefits.

- Premium Customer Care Support: Platinum members are assigned a Customer Care manager who focuses on providing insight into priority tickets, and issue resolution with regularly scheduled review calls.
- Customer Relationship Management: Planview will assign your organization a Customer Relationship Manager (CRM) who will serve as the primary point of contact to navigate Planview, provide strategic account planning, and help prioritize needs.
- Remote Services: Platinum members receive a variety of value-added services including remote consulting/advisory services, on-premise migration installation services or an extended SaaS migration testing period, facilitated education/ training planning session, and much more.
- Inside Access to Planview Products: As a Platinum member, you receive exclusive product roadmap briefings conducted by Planview Product Management throughout the year and priority product Inner Circle participation.
- Platinum Exclusives: Platinum members can take advantage of some amazing offers and discounts.

Planview Customer Care

Planview Customer Care programs are designed to ensure continuous improvement in your portfolio management and decision-making processes. Our programs provide the ongoing support you need to elevate performance, increase productivity, and align resources with business demands across your organization. Customer Care accommodates a diverse range of support needs and provides the flexibility required to ensure that you receive the ideal level of customer service.

To get started email market@planview.com

Planview Customer Care Benefits

- A choice of two valuable programs designed to support your investment
- Access to experienced, knowledgeable support staff and Planview experts
- Flexibility to change support levels as business needs dictate



For more than 20 years, Planview has been advancing the discipline of portfolio management, helping our customers change the way they manage people and money to make better business decisions. With a singular focus on portfolio management, Planview is the only company that combines customer-driven software, unmatched domain expertise, and proven best practices to solve each customer's unique business problems. For more information, visit www.planview.com.

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