

# Avolin



## Premier Support

Knova

**Brochure**



## Next Generation Support for Knova

Customer success is our #1 objective, and that's why we've improved our support model to ensure you maximize the value you achieve from your Knova solution. We know one size doesn't fit all – we have expanded our support program to offer several options so you can select the tier which maximizes value for your business. Most importantly, all of our support tiers now include the Avolin Prime program, which provides low to no cost access to a carefully selected range of additional solutions that can help you scale your business, launch new initiatives and reduce technology expenses.



### Platinum

The complete concierge-level support package to help you get the maximum value from Knova.



### Gold

An advanced support structure with a range of benefits to help meet your needs quickly.



### Standard

A foundation that allows you to raise tickets, access our knowledge base and access available software updates.

To get in touch with Avolin and talk more about Premier Support, please email [info@avolin.com](mailto:info@avolin.com).



# Platinum



Avolin's Platinum Premier Support tier is the preferred option for customers that want to get the most from their Knova solution. With Platinum, you'll receive industry-leading assistance from Avolin's teams and a range of exclusive benefits including access to the very latest solution features, always-on 24x7 support and prioritized response times within 1 hour.

You will have complete access to the full support suite whenever you need it, keeping your critical systems finely tuned to work even harder for your business. All delivered with clear pricing predictability over the term of your agreement with us.

## Why Choose Platinum?

### Always-On Support with Unlimited Access:

Support whenever you need it 24x7. Raise unlimited tickets through the Customer Portal at any time and our support team will be there to help you. You can also call us to talk through your query with a member of the team.

### Highest Priority:

Receive the highest level priority on all support requests such that your issues are triaged with priority over those of other non-Platinum customers. You'll get VIP treatment and the fastest response time with your Platinum subscription. Our support team will get straight to your ticket and respond to you within 1 hour.

### Avolin Prime:

Avolin Prime is an exciting new program that gives you low to no-cost access to additional software applications that can help you scale your business, launch new initiatives, and reduce technology expense. Prime is a valuable and tangible token of our appreciation for your continued partnership with us.

**Take a look at the [Avolin Prime](#) page for the latest list of solutions available to you.**



## Your Premier Support Options

## Customer Support

	<b>P</b>	<b>G</b>	<b>S</b>
Support availability (hours x days/week)	24 x 7	12 x 6	8 x 5
Web-Based Ticketing (# of Tickets per Year)	Unlimited	24	12
Response Time Objective (Severity 1)	1 hour	4 hours	24 hours
Access to Customer Portal	✓	✓	✓
Support Access	Phone/Email/ Web	Email/Web	Email/Web



## Your Premier Support Options

### Customer Success

	P	G	S
Avolin Prime	✓	✓	✓
Access to Avolin Professional Services	✓	✓	-
Customer Success Management	✓	-	-

### Product Development and Experience

	P	G	S
Access to hot-fixes and updated product releases	✓	✓	✓
Solution Health Check	Bi-Annually	Annually	-
Annual Managed Upgrade	✓	-	-

# Are you ready to make your decision?

If you're ready to take advantage of Standard, Gold or Platinum Support, please get in touch at [info@avolin.com](mailto:info@avolin.com) to start the conversation.

Alternatively, you can reach out to your Avolin Account Manager directly.

# Avolin

Avolin brings the power of cloud transformation to thousands of organizations around the world. Our strategy is to create a seamless journey to the cloud that can meet our customer's individual business and risk requirements. Using Avolin solutions you can rapidly access new and innovative capabilities for your mission-critical software - now and in the future - ensuring you get maximum value from your investment. All with unrivaled commercial and technical simplicity.

For more information, visit [www.avolin.com](http://www.avolin.com).