

Avolin



Premier Support

SLI Systems

Brochure



Next Generation Support for SLI Systems

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 SLI Systems 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 SLI Systems.



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 with our support team for occasional assistance.

To get in touch with Avolin and talk more about Premier Support, please email info@avolin.com.



Platinum



Avolin's Platinum Premier Support tier is the preferred option for customers that want to get the most from their SLI Systems 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?

An Enhanced Customer Success Experience:

Your Customer Success Manager will be your champion at Avolin. They will help you fine tune your SLI Systems solution to drive the most value, provide business reviews and present key insights to help your solution align to your overarching business objectives.

Additional Value Through Managed Services:

Through our managed services, we offer technical audits to make sure your SLI Systems solution can handle even the busiest of seasons, as well as performing healthchecks, site re-platforming and re-design, and implementing up to four additional SLI Systems modules at zero cost.

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



Support availability (hours x days/week)	24 x 7	12 x 6	8 x 5
Level of Effort (P1)	Continuous (24x7)	Continuous (Business Hours)	Continuous (Business Hours)
Response Time Objective (Severity 1)	1 hour	4 hours	24 hours



Your Premier Support Options

Customer Success



	P	G	S
Ongoing New User Training	Yes	Yes	Yes (video)
Product Webinars	Yes	Yes	Yes
Reporting and ROI	Yes	Yes	-
Full Solution Assessments	Yes	-	-
Business Reviews	4	2	1
Regular Touchpoints	Monthly	Quarterly	Biannual
Executive Meetings	Annual	-	-



Your Premier Support Options

Managed Services



	P	G	S
SEO Audit (year)	2	1	1
Site Health Check Per Year	2	2	1
Additional SLI Module Implementation	4	2	1
Service Entitlement	Site Re-Platform Site Re-Design	Site Re-Platform	Site Re-Platform

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 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.