

Avolin



Premier Support

Pivotal

Brochure



Next Generation Support for Pivotal

Customer success is our #1 objective, and that's why we've improved our support model to ensure you derive maximum value from your Pivotal 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 that will deliver the most value to 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.

Avolin Prime

Get exciting new software at little to no cost

More solutions being added all the time

Unify how you compete and grow

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

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 Pivotal solution. With Platinum, you'll receive industry-leading assistance from Avolin's teams and a range of exclusive benefits.

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?

We Champion Your Success:

We've developed the Platinum program to make sure you're getting the most value possible from your Pivotal solution and to help you achieve your strategic goals. With Platinum, we'll take the heavy lift away from your teams by helping complete complex, time-consuming tasks, including upgrading you to the latest version of Pivotal once per year, making sure all your reporting needs are fit for purpose and ensuring essential data from supporting applications is available to your Pivotal users.

Free Integration of Market Intelligence Solution:

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 expenses. With Platinum, you get FirstRain sales and market intelligence configured to your exact specifications by our team of experts. FirstRain utilizes AI/ML algorithms and when integrating the relevant data to your Pivotal solution, you'll get even more valuable insights about customers and opportunities.

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



Your Premier Support Options

Customer Support

	P	G	S
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
Access to Hot-Fixes and Updated Product Releases	✓	✓	✓
Custom Reporting	3 Per Quarter	-	-
Integrate 3rd Party Systems	1 Annually	-	-
Prime Configuration: FirstRain	✓	-	-
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 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.