

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

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

Enter the newest generation of WOW! Platinum service. We've taken all the existing services and increased their reach and impact.



EXCITING FEATURES WORTH MORE THAN \$90,000!

Managed Upgrades	Consider it done! PurchasingNet will perform your upgrades to Standard Versions of our software as part of your Platinum Support experience. Save thousands of dollars of your time. Let us set up the system so you can simply turn the key.
Ad-hoc Notification Customizations	We now have more notifications that are more flexible, customizable, powerful and valuable to your organization. Ad Hoc notifications allow you to fully customize the content of a notification. With WOW Platinum Support, we will configure your Ad Hoc Notifications to meet your company's needs.
Ad-hoc Reporting Models	Save time and money with unlimited ad-hoc reporting models. We can help capture critical data for your business. Realize the Platinum advantage!
Vendor Punchout Integration	Automate your purchases by directly integrating with an unlimited number of vendors. It's amazingly efficient and saves you money. Worried about the technical details? Don't be. We'll work directly with your vendor's technical staff to make it happen.
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 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			
Managed Upgrades		Assistance	Done for you
For Fee Ad-hoc Notification Configurations (per year)			Unlimited
For Fee Ad-hoc Reporting Models (per year)			Unlimited
Vendor Punchout Integration (vendors / year)			Unlimited



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

Contact: success@purchasingnet.com