

A group of business professionals in a meeting. In the foreground, a man with glasses and a beard, wearing a dark suit, is smiling and looking towards the right while holding a large sheet of paper with a faint bar chart. Next to him, a Black man in a white shirt and a red and blue striped tie is looking at the same paper. In the background, other people are visible, including a man in a green sweater and another in a blue sweater. The setting appears to be a modern office with a brick wall and large windows.

WOW! Platinum Support

Next Generation Support for Gensym Products



WOW! Platinum Support was designed for customers looking to get the most mileage out of their Gensym solution. It is concierge level service combined with a product experience that is only otherwise available through expensive professional services.

WOW! Platinum. Preventive, Personal and Always On.



Managed Upgrades: Save countless hours in test and trouble-shooting by allowing our team of experts to manage your G2 upgrade for you. Our rigorous process will take the headache out of version updates and upgrades, allowing you to enjoy the benefits of the latest releases – without the pain to make them happen.



Application Health Check: Maximize the value of your IT investment by allowing Gensym to review and analyze the deployment of your solution. Ensure the optimal health of your application to achieve the great performance and availability your organization demands. Key deliverables include expert recommendations to keep your G2 application running smoothly.



Release Partnership: With Platinum, we partner with you to ensure we meet your needs for high quality releases that match your application release schedule. Including a test case collaboration service where we include

your tests in our monthly release test suite, we proactively partner with you to deliver on your schedule.



OnDemand Training: Just-in-time training to help maximize your G2 impact! Get unlimited access to our on-demand training videos and participate in the prioritization for future training topics.



Platinum Experience Manager: A Platinum Experience Manager (PEM) will schedule calls with your team on a monthly basis for a status review of open support tickets. Through our PEM, you can also request escalations of key issues so that we can prioritize what matters most



Always On Service: Get VIP Treatment with highest level priority on all feature and support requests, 24-hour access, and a local Platinum Hotline.

Serious Savings for the Long Haul.

Lock in pricing for **one, three or five years**. We offer the ability to lock in your maintenance and support pricing with no annual price increases for as long as **five years**.

WOW! Support Programs

Gensym is committed to offering support that “WOWs” our customers, no matter how big or small they are and no matter what Gensym product they are using. For those customers looking to get the most mileage out of their solutions, we recommend WOW! Platinum Support. This level of preventive, personal and “always on” support offers concierge-level service, combined with product support that other companies only offer through more expensive professional services.

| CUSTOMER SUCCESS | STANDARD | GOLD | PLATINUM |
|---|----------|----------|---------------|
| Participation in Customer Success Program | ✓ | ✓ | ✓ |
| Virtual User Group Conferences | ✓ | ✓ | ✓ |
| PRODUCT DEVELOPMENT | STANDARD | GOLD | PLATINUM |
| Access to Patch and Update Product Releases | ✓ | ✓ | ✓ |
| Free License Upgrades to Standard Edition | – | ✓ | ✓ |
| CUSTOMER SUPPORT | STANDARD | GOLD | PLATINUM |
| 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 | – | – | ✓ |
| Designated Platinum Experience Manager | – | – | ✓ |
| PRODUCT EXPERIENCE | STANDARD | GOLD | PLATINUM |
| Managed Upgrades | – | – | ✓ |
| Application Health Check | – | – | Annual |
| Release Partnership | – | – | ✓ |
| OnDemand Training | – | ✓ | ✓ |

Valuable Products and Services. VIP Treatment. Peace Of Mind.

Contact success@gensym.com