

WOW! Platinum Support



Managed Upgrade

Brace yourself for a new foundation — without the heavy lifting.

Upgrading is never an easy task. Along with the tedious nature of the process, there's always that anxiety — will it work? Or will it uncover bugs and holes that will end up being more trouble than the upgrade is worth?

Managing an upgrade of an application development platform is hard work but provides you with a stable platform for many years. It is a big job that must be done right, while not interrupting day-to-day activities. Let Gensym's team of experts help. We can save you time and money by managing the upgrade on your behalf.

Don't shy away from the foundational work that can make or break your software installation. Gensym's Managed Upgrade Service gives you all of the benefits of upgrading without any of the headaches.

With Platinum Support, our specially trained Managed Upgrade Consultants will set up the project, upgrade, test and resolve all issues that surface as part of our proven process.



How it Works

1. Upgrade to WOW! Platinum Support by contacting us at success@gensym.com
2. Log an Upgrade Assistance request ticket on our support portal at <https://support.versata.com>
3. A member of our managed upgrade team will contact you to understand your needs, share with you our simple upgrade statement of work, and ask you to complete a requirements template.
4. Leave the rest to us. Our team of experts will collaborate with you to complete the upgrade, thoroughly check it and even deploy it.

Once you are assigned a Managed Upgrade Consultant, we'll begin your upgrade process and keep you abreast of our progress with regular communication regarding expectations and milestones. The timeline we establish will vary based on complexity, but regardless we will resolve any bugs we find in our platform throughout the engagement. You should expect to save countless hours in test and trouble-shooting by allowing us to do this work for you.

Get WOW! Platinum Support today. Contact success@gensym.com

