

WOW! Platinum Support



Release Partnership

Important to you? Leave it to us.

Enterprise software vendors have a reputation of being completely out of synch with their customers' reality, or worse, just rudely ignoring their internal deadlines. We're here to change that, one customer at a time.

Gensym's Release Partnership Service was created to ensure the lines of communication that lead to thoughtful, relevant release schedules are open — and flexible.

We want to partner with you to provide high quality releases that match your application release schedule. In addition, we'll include a test case collaboration service in which we incorporate your tests in our monthly release test suite, proactively aligning to your expectations for quality every step of the way.

Our Release Partnership Service has 3 key steps:

Plan

- Understand your release schedule needs and milestones
- Establish a plan for supporting those milestones

Collaborate

- Collaborate and identify issues
- Identify use cases and corresponding test cases
- Implement the identified test cases

Deliver

- Deliver accelerated provisional builds for intrarelease cycle validations
- Receive a pre-validated monthly GA release

How it Works

1. Upgrade to WOW! Platinum Support by contacting us at success@gensym.com
2. Log an upgrade request ticket on our support portal at <https://support.versata.com>
3. A member of our release management team will contact you to kickoff the collaboration
4. Leave the rest to us. We will drive the engagement from planning to delivery — for every release we collectively execute.

As an ongoing service, once we implement your test case we will check it against each subsequent release of G2, for as long as you remain on Platinum Support. It's automatically included in the test suite, so you can consider each new release with more confidence in its quality. You'll be able to rest assured that each new build works against your test case, month after month.

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

