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# Planview Premium Support Program

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## Premium Support Program

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## Customized Care Options

The Premium Support Program offers the highest level of customer care and a variety of value-added services to ensure your success with the flexibility needed to meet changing business demands.

To learn more, email: [market@planview.com](mailto:market@planview.com)

## Maximize the Value of Your Planview Investment

Planview's premium support packages can help you maximize the value of your Planview investment. Two distinct premium support packages are available beyond our standard offering to meet the needs of your dynamic business.

**Premier Support Package** – Premier members are provided an aligned Support Engineer to conduct monthly case status reviews, and ensure any issues that may arise are addressed. Premier members will receive priority routing throughout the support ticket lifecycle – from initial triage, escalation to development teams, to the scheduling of fix deployments.

Access to one additional instance of a Sandbox environment to test and stage releases prior to production go-live is also included within this support package.

**Enterprise Support Package** – Enterprise members enjoy the benefits of Premier attributes, with additional services to support your success most effectively.

### Additional options:

- Advanced troubleshooting and consultative assistance
- Training events of your choice
- Access to virtual assessments with expert recommendations

- Executive business reviews
- Use case specific testing before and after releases
- Proactive customer support
- Weekly, monthly, checkpoints
- Participate in voice of the customer program through Inner Circles
- Technical account management

[Technical Account Manager \(TAM\) services](#) provide a unique opportunity to combine Planview's expertise with your specific environment by becoming familiar with your Planview instances, offering insights, and serving as an advocate for high-priority issues.

Along with highest-priority case handling, all support cases are managed by a select group of senior Level 2 Support engineers to accelerate resolution, and members also benefit from a private VIP phone number – exclusive to Enterprise customers – for direct access to Planview on critical cases.

**Use the info sheet below to explore these offerings in more detail.**

**Call your CSM or AE for more information**

[Planview Premium Support](#)