

WOW! PLATINUM SUPPORT

THE NEXT GENERATION OF PLATINUM

WOW! Platinum Support was designed for customers looking to get the most mileage out of their Prologic 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 £30,000!

Remote Hardware Systems Updates and Patch Deployment	Gain fast access to improvements and innovations - helping ensure better system performance! Prologic will apply software updates to your products four times per year (1x per quarter) through the remote connection.
PCI Scans	Want increased peace of mind? With WOW! Platinum you are entitled to quarterly PCI scans for your Head Office environment and annual POS scans for up to 12 POS sites.
Remediation of Corrupted Data	Database corrupted? We'll fix it! With WOW! Platinum Support you have prioritised access to our professionals to remediate your data.
Proactive 24/7 Queue Management	Prologic will help keep your business running smoothly by managing your overnight processes and batch jobs – a Platinum-only benefit!
Managed Upgrades	Save countless hours in test and trouble-shooting by allowing Prologic's team of experts to manage your software upgrade for you. Our proven process will allow you to enjoy the benefits of the latest releases...now!
Platinum Experience Manager	Scheduled calls with your team on a monthly basis will reveal what we can do to help improve our services to your organisation. We will prioritise your tickets and develop action plans to efficiently resolve your issues.
Plus the features you'll 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	✓	✓	✓
CIMs Web-Based Ticketing (# of tickets per Year)	10	20	Unlimited
PoS Web-Based Ticketing (# of tickets per Year)	50	100	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			✓
Environment Management			
Remote Hardware Systems Updates and Patch Deployment		Annually	Quarterly
PCI Scans for your Head Office Environment		Annually	Quarterly
PCI Scans for your POS Systems – up to 12 POS sites			Annually
Remediation of Corrupted Data			Unlimited
Product Experience			
Proactive 24/7 Queue Management			✓
Stock Takes			Unlimited
Managed Upgrades			1/year



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

Contact: success@prologic.com