



■ PLATINUM SUPPORT SERVICES FOR REPORT2WEB®

Redwood Software now offers a new level of product support for Report2Web: Platinum Support Services. We've always offered basic support services for assistance when problems arise. Platinum Support is designed for customers who need a little more. Platinum Support includes support for out-of-the box programming and training to meet your needs.

To qualify for Platinum Support – You must be current with one of our basic support plans:

STANDARD SUPPORT

8 hours a day, 5 days a week

EXTENDED SUPPORT

13 hours a day, 5 days a week

PREMIUM SUPPORT

24 hours a day, 7 days a week

PLATINUM TIER 1 - HOURS BASED

Need to get a new report out quickly, but you just don't have the time? Not enough hours in the day to finish your daily admin activities? Do you need a consultant to walk you through a planned upgrade step-by-step? We can help. Tier 1 Platinum Support offers annual pre-paid blocks of time that you can use when you need extra help. Avoid time consuming Statement of Work processes and travel costs for traditional consulting services – just schedule some time with Platinum Support and get the job done in record time.

▲ Hours must be used by end of the fiscal year ▲ Required minimum purchase of 60 hours every one or two years

PLATINUM TIER 2-DAY-BASED

If you have a big project on the horizon such as a server move, Tier 2 is your answer. Tier 2 provides you with a resource that will stand by you and see you through. This package also includes training for off-the-shelf Report2Web functions and finding the best way to process your reports. This package is for a normal, 8-hour work day.

▲ Hours must be used by end of the fiscal year ▲ Required minimum purchase in 5 day blocks, with price breaks at 10 and 20 days

PLATINUM TIER 3 – MANAGED SERVICES

Turn to the Report2Web experts as an extension of your in-house IT team. Tier 3 Platinum Support streamlines in-house resource costs and gives you better control. It eliminates the need for on-site application administrators by outsourcing day-to-day tasks to the professionals at Redwood.

▲ Prepaid annually ▲ Select once a month, twice a month or once a week service in 8 hour blocks