

# Customer Service Plans



Customer Support Plans tailored to deliver the Customer service you need, when you need it, so you can keep pace with your business and budget.

## Customer Service, Your Way

Our Customers told us what was most important to them. Timely access, focused responsiveness, proactive communication, migration planning assistance, major releases and product updates. With the two levels of Ventyx Customer Services Plans, we have delivered all of that and much more.

Our remote support tools also link us directly into your environment so we can diagnose and resolve issues faster, while the Customer Portal enables you to keep up with new product information and access service assistance online. Combine all of that with our innovative technology and the industry's most experienced team of professionals and you can see why we are proud of our customer satisfaction rate.

Ventyx Customer Services Plans delivers Customer service—your way—so you can enhance the lifetime value of your Ventyx solution and achieve greater competitive advantage.

## Benefits to You

- Priority problem resolution to solve system needs and prevent downtime
- Options to choose from based on your service goals and complexity of your business needs
- Investment protection through rights to future software releases and the latest technologies, industry best practices, and new product features
- Access to extensive, around-the-clock, web-based self-service tools

## Which Plan is Right for You?

No matter which plan you choose, our experienced Customer Support professionals around the world understand your business and will quickly resolve your problems or concerns.

They also will provide personal, proactive services, along with their extensive knowledge of industry best practices, so you continuously find ways to boost productivity and create breakthrough cost reductions for your enterprise.

Not sure what plan to choose? Review the Silver and Platinum plans listed or consult with your Ventyx account executive to help decide which plan is best for you.

## The Silver Service Plan

This service plan features access to Customer Support, Monday through Friday, 8 hours a day. It is designed for enterprises with steady levels of business activity.

This plan now contains more options, proactive critical defect notification, a Customer advocate responsible for escalation management and oversight of product related issues.

### **The Silver level offers you these key features:**

- Access to Ventyx Customer Support to report issues
- Customer Portal website
- The latest software updates and defect corrections
- Remote diagnostics support tools
- Electronic documentation
- Monthly call reports
- Access to the valuable Mindshare user conference
- An option to purchase extended coverage (weekends/holidays)
- Technical Service Alerts

## The Platinum Service Plan

Platinum meets the needs of Customers whose businesses require the highest level of service, 24 hours a day, 7 days a week. If system uptime is crucial to your operations and profitability, this is the plan for you.

Think of this level as an extra insurance policy. Your questions or issues will be given the highest priority with the fastest response times.

### **In addition to the services included in the Silver level, you will receive:**

- Fastest response times
- Scheduled Event Services two times per year at no additional cost
- Extended support hours, 7 days a week, 24 hours a day
- Migration planning
- Priority for Customer Portal IDs

## Plans Compared

### ACCESS & RESPONSE

	SILVER	PLATINUM
Telephone Access to Ventyx Customer Support	5x8 (M-F)	7x24
Service Request Response Targets (hours)		
Priority 1	2	1
Priority 2	4	2
Priority 3	12	4
Priority 4	16	8
Customer Portal website	X	X
Number of Issues Included per Month	Unlimited	Unlimited
Number of Customer Portal IDs	X	X
Monthly Service Request Activity Reports	Limited	Unlimited
Scheduled Event Services (weekends/holidays)	2/Year Purchase Option	2/Year Included

### MAJOR RELEASES AND PRODUCT UPDATES

Major Releases/Minor Releases	X	X
Defect Reporting, Tracking and Correction	X	X

### PROACTIVE SERVICES

Customer Advocate	X	X
Technical Support Bulletin Access	X	X
Technical Support Bulletin Alerts		X
Migration Planning		X

For more information, contact your Ventyx Account Representative.



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Ventyx, an ABB company, is the world's leading supplier of enterprise software and services for essential industries such as energy, mining, public infrastructure and transportation. Ventyx solutions bridge the gap between information technologies (IT) and operational technologies (OT), enabling clients to make faster, better-informed decisions in both daily operations and long-term planning strategies.

Some of the world's largest private and public enterprises rely on Ventyx solutions to minimize risk, enhance operational and financial performance, and execute the right strategies for the future.

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