

# Adaptive Support

The Adaptive Support desk is staffed with finance professionals who are application experts, committed to delivering top-rated customer support and enriching the client's experience with Adaptive.<sup>1</sup>

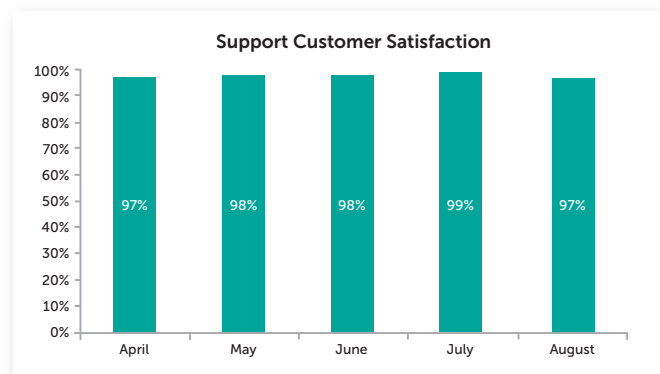
## Adaptive Support

The Adaptive Support team is comprised of expert administrators of the Adaptive system. Representatives are available by phone or email to provide customers with the tools they need to succeed with our application while providing an excellent customer experience.

The Support team provides general guidance and suggests solutions to challenges encountered while working with the application. The team also provides solutions for technical issues.

## The Adaptive Difference

The responsiveness and breadth of knowledge of the Support team differentiates Adaptive from the rest. Not only do we provide exceptional support, but we also deliver exceptional service. Customer satisfaction with the Support team consistently ranks higher than 97% each month. The Support team is willing to go the extra mile and spend the time necessary to guide customers through issues to resolution.



## Support Plans

We offer two plans so that you can choose the level of service that's right for your organization.

### Standard Support

Every Adaptive customer has access to Standard Support for online and telephone support. Our Standard Support plan provides:

- Access to articles, online recorded training, user documentation, and a community help forum in our Support and Knowledge Base
- Unlimited case submissions
- Access for up to two Adaptive administrators to contact Support
- Maximum first response time of 1 business day
- 24x7 application monitoring
- Access to a dedicated Customer Success Manager to help recommend products, services, and processes so you get the most out of Adaptive
- 12x5 phone support in the subscribed region

Extended phone support coverage is available as an add-on with the Standard plan and is a great fit for those who have administrators in more than one geographical region and want increased time zone coverage.

<sup>1</sup>Support is provided in English only

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### Premium Support

If you need a faster response, extended support coverage, or an assigned support resource, we recommend our Premium Support plan. Premium Support includes all the benefits of Standard Support, plus:

- Access for up to 10 administrators to contact telephone support
- Maximum first response time of 4 hours
- Priority phone access
- 24x5 phone support in the subscribed region, as well as extended coverage beyond the subscribed region
- Access to a named Support Specialist, who takes leadership of support tickets and responses and engages with proactive weekly calls during core region hours

### Compare Plans

	Standard Support	Premium Support
Maximum First Response Time	1 business day	4 hours
Phone Support	12x5 in subscribed region	24x5 in subscribed region
# of Administrators with Access to Support	Up to 2	Up to 10
Application Monitoring	24x7	24x7
Case Limit	Unlimited	Unlimited
Email/Ticket Submission via Knowledge Base	Unlimited	Unlimited
Support Knowledge Base Access	✓	✓
Customer Success Manager Access	✓	✓
Priority Phone Access		✓
Named Support Specialist with Proactive Weekly Calls (during core region hours)		✓
Expanded Phone Support Hours	Add-on	✓

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**“I consistently get fast, helpful support from the Adaptive support team. Thank you!”**

—Leslie Drescher, Acceleron Pharma

**“The level of support I have received from Adaptive has been exceptional. I have found the staff to be knowledgeable, professional, and personable with very timely responses and follow up. Thank you for a great product for the last six years and exceptional software support.”**

—Chris Stamey, Skagit County Government

**“The Adaptive Support team is extremely helpful and nothing short of outstanding. Not only did they understand my issue, they added screen shots to make sure that I followed what they were saying. This was an extremely complex formula, but they managed to get me to understand exactly what was driving it and how to make the change if necessary. Hats off to a very professional customer service team!”**

—Steve Sheridan, Gloucester Engineering

#### Corporate Headquarters

3350 W. Bayshore Road, Suite 200  
Palo Alto, CA 94303

T: +1 800 303 6346  
F: +1 650 528 7501

#### UK / Ireland Headquarters

88 Wood Street London,  
EC2V 7RS, UK

T: +44 0 208 528 1767

#### Australia Headquarters

Level 1, 7 Clunies Ross Court  
Eight Mile Plains, QLD 4113, Australia

T: +61 7 3118 5013  
F: +61 7 3041 6020

adaptiveinsights.com  
adaptiveinsights.co.uk

info@adaptiveinsights.com  
sales@adaptiveinsights.com  
press@adaptiveinsights.com  
support@adaptiveinsights.com