Platinum Support for Aurea Planning Solutions

Aurea Planning Solutions (APS) Platinum Support is designed for customers who are looking to get the most mileage out of APS. It is concierge-level service combined with a product experience that is otherwise typically available only through more expensive professional services.

Unlock the greatest value from Aurea Planning Solutions

Free Testing Environment: Are you wasting valuable licenses on testing, training, development and integration? Put an end to that with a free additional server license for your testing environment.

Extension Store: Want more functionality without the wait? Get our best product extensions — all tested an supported against the latest builds — at the click of a button in the Extension Store.

Managed Upgrades: Save countless hours in testing and troubleshooting by allowing our team of experts to assist you in your upgrade. Our rigorous process helps you to manage your upgrade from end-to-end, allowing you to enjoy the benefits of the latest releases — with less of the effort to make this happen.

Platinum Manager: Every APS Platinum Support customer has access to a Platinum Manager who ensures that support is working at its best for you, including providing status reports, managing escalations, and proactively alerting you to expected issues around which support plans can be implemented.

Extended Solutions Support: Do you have valuable or existing extended solutions such as Customized Panels, Plug-Ins, Custom Reports, or Import Routines? With APS Platinum Support, all of your extended solutions built by Aurea Planning Solutions are fully supported by our trained team of technicians.

Understanding APS Support Programs

Aurea Planning Solutions is committed to offering support that delights our customers, no matter how big or small. For those customers looking to get the most mileage out of their solutions, we recommend Aurea Planning Solutions Platinum Support. This level of preventive, personal and "always on" support offers concierge-level service, combined with product support that other companies only offer through more expensive professional services.

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Vws Artemis Views

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CUSTOMER SUCCESS PROGRAM	STANDARD	PLATINUM
Participation in Customer Success Program	☑	☑
PRODUCT DEVELOPMENT		
Access to Patch and Update Product Releases	☑	☑
Feature Request Priority Weighting	1x	4x
Free additional server license for test environment		☑
CUSTOMER SUPPORT		
Access to Online Support Portal	☑	☑
24x7 Phone Support	☑	☑
Web-Based Ticketing (# of tickets per year)	20	Unlimted
Case Priority Weighting for Non-Critical Issues	1x	4x
Guaranteed Response Time for Severity 1 Issues		< 4 hours
Platinum Support Manager		☑
VALUE-ADDED SERVICES		
Managed Upgrades	Full Price	Free - 1x per year
Free Custom Product Extensions (per year)		5
Free Extensions from the Extension Store		3

Serious savings for the long haul

We offer the unique ability to lock in your maintenance and support pricing with no annual price increases for three or five years.

Get Planning Solutions. Grow with the entire library.

Like all of our products, Aurea Planning Solutions give you access to our entire library of software with one simple subscription. And if you're new to Aurea, you'll gain access to each and every product in our portfolio with your initial purchase.

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