



# Aurea Platinum: Exclusive support and services for Aurea Messaging Solutions

Aurea's goal is your success. Aurea Platinum Support for Cloud is a key ingredient in helping us get there together. Platinum Support delivers a world-class, concierge level service and support solution for Aurea Messaging Solutions customers. Customers who choose Platinum Support benefit from tremendous cost savings as they tap into Aurea resources to help them optimize their business.

## Your ticket to VIP treatment

### AUREA PLATINUM SUPPORT INCLUDES:

#### Powerful, dedicated resources at your fingertips:

Every Platinum customer has access to a dedicated Customer Success Desk that is proactively focused on managing and resolving issues that affect your business and technology. In addition, meet with an Executive partner twice each year to ensure your continued success, and proactively identify issues before they arise.

#### Enhanced Support:

Say goodbye to support queues. With Platinum, you get 24x7 multi-lingual phone and web access. For your most severe issues, Platinum Support guarantees our fastest SLA response of 60-minutes or less, and certainty that your issue is being handled by a skilled product expert. Your issues and requests are also prioritized over all others.

#### Select services optimized for your business goals:

Platinum Support customers also have access to premiere services designed to address your business and technology demands. You'll have access to our data utilization audit services for cloud visibility and benchmarking, and to our GDPR Protect services designed to help you meet data regulatory requirements. Finally, we've tailored Platinum Support specifically for AMS customers with all new email archival services.

### GO PLATINUM:

- 24x7 phone and online support
- Prioritized issue resolution, improved response times
- Future-proofing with utilization audits and more
- Email Archival Prepare, Respond & Recover services

**Future-proofed solutions and scale:**

Platinum Support doesn't just protect you today, it enables your business for the future. You'll accelerate your Aurea Prime benefits with a free Prime Kickstart each year. That means Aurea will perform and test the installation of one Prime-eligible product for you every year—and provide the training you need to get started.

<b>ENHANCED SUPPORT</b>	<b>STANDARD</b>	<b>PLATINUM</b>
Support hours	Business hours only	24x7
Fastest SLAs for issue resolution		<input checked="" type="checkbox"/>
Submit requests via portal or phone	Portal only	<input checked="" type="checkbox"/>
VIP phone hotline		<input checked="" type="checkbox"/>
Priority issue resolution		<input checked="" type="checkbox"/>
<b>APPLICATION MANAGEMENT</b>		
Cloud Utilization Audit		<input checked="" type="checkbox"/>
AMS Prepare, Respond, & Recover services		<input checked="" type="checkbox"/>
<b>FUTURE PROOFING</b>		
Prime Kickstart		1 annually
GDPR Protect		<input checked="" type="checkbox"/>
<b>ADDITIONAL RESOURCES</b>		
Customer Success Desk		<input checked="" type="checkbox"/>
Executive Committee access		<input checked="" type="checkbox"/>

## Designed for Aurea Messaging Solutions

We've amplified Platinum Support benefits for Aurea Messaging Solutions (AMS). In addition to the top-shelf solution services and customer support that is the hallmark of Platinum support, we've now added unique business benefits to help you get the most out of your Email Archival solution.

Introducing AMS Prepare, Respond & Recover services—exclusively available with Aurea Platinum Support. AMS Prepare, Respond & Recover provides the services you need to protect corporate memory, while ensuring you can respond to a regulatory and legal climate that demands a company's email archives remain prepared for anything.

### AMS PREPARE, RESPOND & RECOVER SERVICES

All services included with Aurea Platinum Support

Preparedness Services	Our experts guide your staff through an annual disaster simulation, and we will deliver a customized, actionable post-test Disaster Recovery Health Check	Bundle Includes: <ul style="list-style-type: none"><li>Internal IT AMS Archival training prior to simulation</li><li>Guided simulation conducted by customer, with on-call support and guidance from Aurea Professional Services</li></ul>
eDiscovery Retrieval Response Services	Email Archival professionals will support your quick, complete and compliant response to audits, subpoenas or other discovery request	Bundle Includes: <ul style="list-style-type: none"><li>Analysis and fulfillment of eDiscovery request, with export of resulting email</li><li>Report of findings back to customer</li></ul>
Recovery Services	When an outage becomes reality, dedicated support experts restore affected email and provide a summary of the recovery	Bundle Includes: <ul style="list-style-type: none"><li>Restoration service for email, based on specified outage date range and affected mailboxes</li><li>Summary Report on email restored</li></ul>

Interested in learning how Platinum Support for Aurea Messaging Solutions can help you advance and enhance your business?

[Learn More >](#)