

# Go Platinum.

Our most exclusive support and services — *at up to 10x savings.*



Experience Success.





# Inspired by the best service in the world

Imagine having all your issues given top priority — and never waiting in a support queue again.

Imagine the peace of mind knowing that rogue cloud traffic and utilization are quickly detected and stopped.

Imagine always using the latest versions, but never having to worry about upgrade hassles — because we do it for you.

And imagine getting regular health checks and performance tuning, so your applications are always delivering maximum productivity against your business goals.

**That's Aurea Platinum.** You get truly world-class, concierge-level service and support — plus a wealth of valuable resources designed to accelerate your success and deliver the most value possible from your Aurea investment.

**It's our most exclusive offering ever.** To build it, we took inspiration from some of the best customer experiences in the world — and asked top C-level executives about their

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# Get the support and service you need for all your Aurea products — anytime you need it

Say goodbye to support queues. With Platinum, you get 24x7 multi-lingual phone and web access to a dedicated team of technical support engineers. And, our product engineering team prioritizes your requests over all others.

## Enhanced Support

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|                                    |  |
|------------------------------------|--|
| <b>Dedicated Success Associate</b> | <ul style="list-style-type: none"><li>▪ Dedicated, proactive support manager for active issue management and resolution</li></ul>  |
| <b>Severity One Response Time</b>  | <ul style="list-style-type: none"><li>▪ Immediate access by phone</li><li>▪ One-hour response from a product expert through support portal</li></ul>                         |
| <b>Online Support Portal</b>       | <ul style="list-style-type: none"><li>▪ 24x7 online access to case tracking, support knowledge base, and product documentation</li></ul>                                     |
| <b>VIP Phone Hotline</b>           | <ul style="list-style-type: none"><li>▪ 24x7, Platinum exclusive phone line</li></ul>  |
| <b>Patch and Release Updates</b>   | <ul style="list-style-type: none"><li>▪ Access to support for latest major and minor releases</li><li>▪ Access to any service packs or hot-fixes for your releases</li></ul> |
| <b>Priority Issue</b>              | <ul style="list-style-type: none"><li>▪ Product engineering prioritizes your requests</li></ul>  |
| <b>Extended Support</b>            | <ul style="list-style-type: none"><li>▪ Support for legacy versions up to three years old</li></ul>  |



# Get fine-tuned performance — optimized for your business goals

To get the best performance possible, Aurea engineers provide exclusive services to ensure your infrastructure and applications are performing at their best, all the time.

## Application Management

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### Architecture and Design Review

- Assessment of your architecture and design against strategic business goals and operational needs
- *Deliverable: A review document with specific, custom correction / enhancement recommendations*

### Utilization Audit

- Comprehensive audit for visibility, insight, and cloud traffic utilization benchmarking
- *Deliverable: Dashboards for visibility of business and operational performance*

### Production Readiness Check

- Evaluation of your production readiness, including your deployment plan and operations and administration procedures
- *Deliverable: A readiness certificate or list of gaps with recommendations for addressing them*

### Health Check

- Quarterly: Stability and usability assessment, preventive maintenance check
- Annual: Scalability and OS level stats (CPU, memory) assessment in addition to the above
- *Deliverable: Health report with areas that need improvement and recommendations*


### Unlimited Development Licenses

- Access to unlimited development licenses for all your quality assurance and development needs



## SUPPORT CENTRAL

Your Account Team:

**Not included**[Support Team](#) HOME AUREA SUPPORT RESOURCE CENTER

FAQ

PRODUCT LIFECYCLE

KNOWLEDGE BASE

PLATINUM INTELLIGENCE

## Platinum Community

CX Messenger 

Show Solved Questions sorted by Most Popular ▾

**What are the broker's recovery logs used for?**

November 3, 2014 · Like 1

# Upgrade to the latest versions, effortlessly

With Platinum, you don't have to wait years to enjoy the benefits of our latest product versions. We'll perform and test a complete upgrade to the very latest version for you — on your staging server or in the cloud.



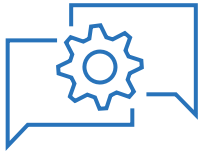
# How it works:

## Platinum Managed Upgrades



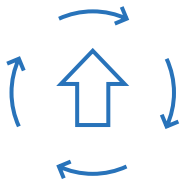
### STEP 1: ANALYSIS

We analyze your existing configuration — and create an overview report of your current configuration to aid in the upgrade.



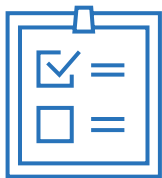
### STEP 2: FEATURE DISCUSSION

Our upgrade team educates you on the newest features, makes recommendations, and collects your feedback on which standard configuration options to activate in the upgrade.



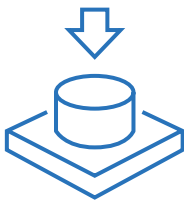
### STEP 3: UPGRADE TESTING

First, we perform the initial upgrade in a staging environment following an incremental process of migration and validation pairs. Then, we test it extensively.



### STEP 4: CONFIGURATION

Our team configures the stock capabilities you requested from the latest version.



### STEP 5: PRODUCTION DEPLOYMENT

Once you validate and approve the upgrade performed in the staging environment, our team is on call and available for support and troubleshooting as you move the environment to production. Finally, we test the new deployment and certify it as successful.



Want to learn more about your individual benefits with Platinum Support? Contact [sales@aurea.com](mailto:sales@aurea.com).

# Kickstart your Aurea Prime benefits

As an Aurea customer, you're already a member of Aurea Prime — our revolutionary program that provides you with access to tens of millions of dollars in enterprise software for free, forever.

Platinum customers can start saving even faster, with one free Platinum 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.

## Future Proofing

### Managed Upgrade

- Aurea performs and tests an application upgrade to the latest version
- *Deliverable: An upgraded instance available in your staging environment or Aurea's cloud environment*

### Application Performance Tuning

- For Enterprise customers only: Optimize solution performance to be consistent with Aurea best practices
- Bi-Annual: Performance testing against baseline criteria and re-optimization where necessary
- *Deliverable: Performance tuning results report and tuned application instance*

### Prime Kickstart

- One annually: Aurea performs and tests the installation of any Prime-eligible product
- *Deliverable: Installed stock configuration with training materials and high-level deployment scoping document*



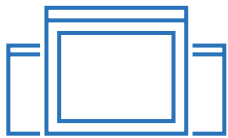


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# The Platinum experience

As a Platinum customer, every touch point with Aurea is crafted to be simple, streamlined, and success-oriented. You unlock an exclusive set of tools and resources crafted to deliver superior performance, productivity, and value at every step of the way.



## **THE PLATINUM CUSTOMER PORTAL**

is the center of your Platinum experience. Here, you can launch VIP support tickets 24x7, track issues, download documentation, and access to our comprehensive knowledge base.



## **YOUR PLATINUM SUCCESS ASSOCIATE**

is proactively focused on managing and resolving your issues, every day.



## **SENIOR AUREA EXECUTIVES**

are assigned to every Platinum customer — and meet with you twice each year to ensure your success.



| Enhanced Support  | STANDARD       | PLATINUM   |
|---|----------------|------------|
| Support Hours   | Business hours | 24x7       |
| 60-minute response SLA  | -              | ■          |
| Submit requests via portal or phone                                     | Portal only    | ■          |
| Patch and update releases   | ■              | ■          |
| Platinum phone hotline  | -              | ■          |
| Priority issue resolution   | -              | ■          |
| Support for legacy versions<br>(up to 3 years old)                      | -              | ■          |
| <b>Application Management</b>   |                |            |
| Architecture and design reviews   | -              | ■          |
| Cloud utilization audit   | -              | ■          |
| Production readiness checks   | -              | ■          |
| Health checks for stability, usability, and<br>preventative maintenance | -              | Quarterly  |
| Included development licenses   | None           | Unlimited  |
| <b>Future Proofing</b>  |                |            |
| Managed upgrades  | -              | 1 annually |
| Application performance tuning  | -              | ■          |
| Prime Kickstart   | -              | 1 annually |
| <b>Additional Resources</b>   |                |            |
| Dedicated Platinum Success Associate                                    | -              | ■          |
| Executive Committee access  | -              | ■          |

