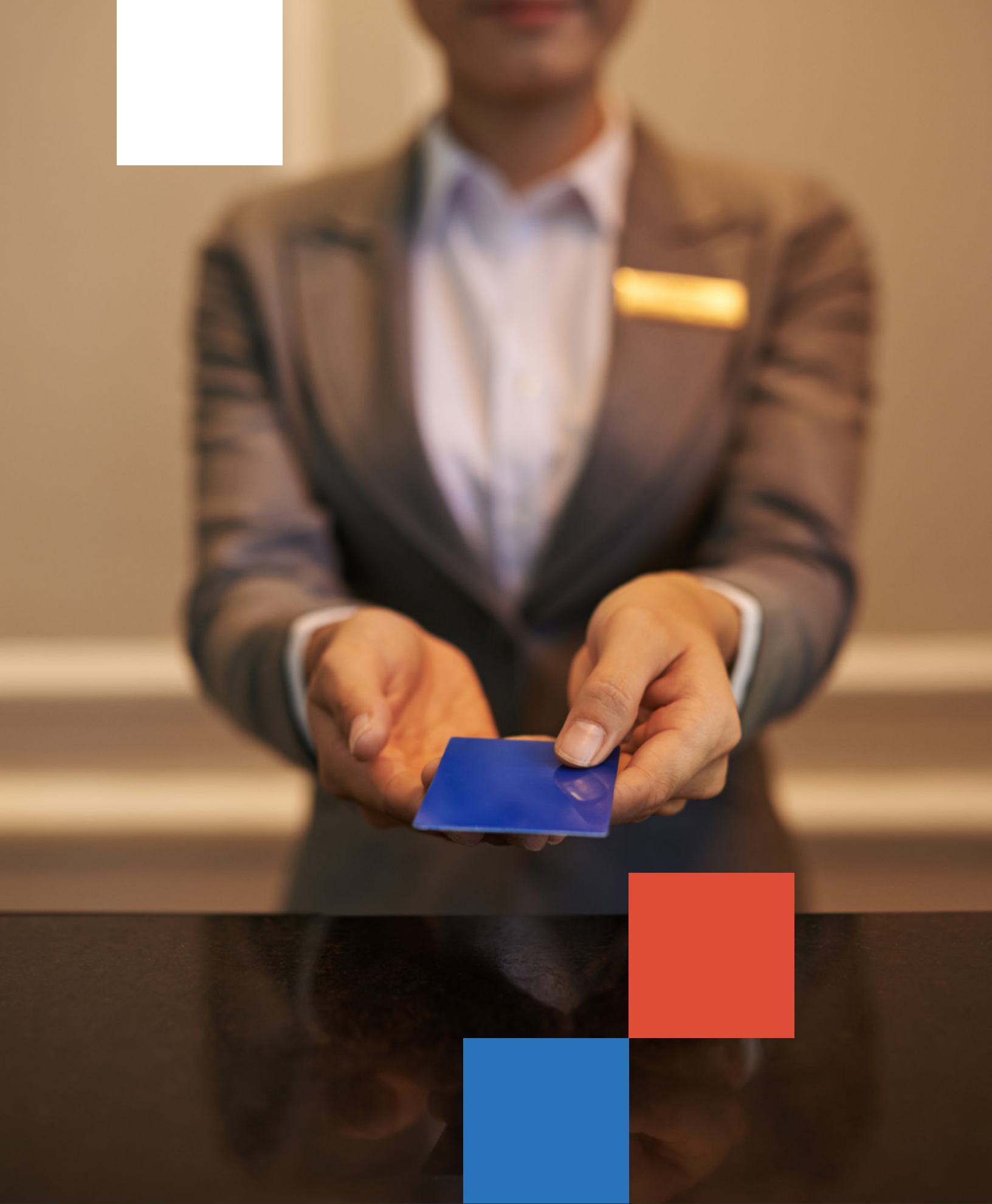


Go Platinum.

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 having **24x7 access** to a dedicated team of professional support resources who can quickly address your needs.

And, imagine the **peace of mind** knowing that rogue cloud traffic and utilization are quickly detected and stopped.

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.

Pm

Af

Cam

Ea

Cm

Jv

Ce

Crm

Cs

Dcm

Ec

Get the support and service you need — anytime you need it

Say goodbye to support queues. With Platinum, you get 24x7 multi-lingual phone and web access to our premiere customer service desk. And, our product engineering team prioritizes your requests over all others.

Enhanced Support

Customer Success Desk	▪ 24x7 access to dedicated team of Success Associates who are specially trained to quickly address and resolve support needs
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Severity One Response Time	▪ Immediate access by phone ▪ One-hour response from a product expert through support portal
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Online Support Portal	▪ 24x7 online access to case tracking, support knowledge base, and product documentation
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VIP Phone Hotline	▪ 24x7 phone support
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Priority Issue Resolution	▪ Product engineering prioritizes your requests
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Application Management

Cloud Utilization Audit	▪ Comprehensive audit for visibility, insight, and cloud traffic utilization benchmarking
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Want to learn more about your individual benefits with Platinum Support? Contact 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 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.

Future Proofing

GDPR Protect Services

- Product-specific services to simplify access to and removal of personal user or customer data to support GDPR compliance.

Prime Kickstart

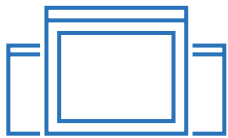
- One annually: Aurea performs and tests the installation of any Prime-eligible product
- *Deliverable: Installed stock configuration test environment with training materials*



Want to learn more about your individual benefits with Platinum Support? Contact sales@aurea.com.

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.



ANYTIME ACCESS TO CUSTOMER SUCCESS DESK

that's 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.



Want to learn more about your individual benefits with Platinum Support? Contact sales@aurea.com.

Enhanced Support	STANDARD	PLATINUM FOR CLOUD
Support Hours	Business hours	24x7
60-minute response SLA	-	■
Submit requests via portal or phone	Portal only	■
Platinum phone hotline	-	■
Priority issue resolution	-	■
Application Management		
Cloud utilization audit	-	■
Future Proofing		
GDPR Protect Services	-	■
Prime Kickstart	-	1 annually
Additional Resources		
Customer Success Desk	-	■
Executive Committee access	-	■

