BENEFITS

ACCESS TO ACUMATICA'S TECHNICAL STAFF

Acumatica's Premier Customer Support is designed for companies that want to maintain a direct and frequent connection with Acumatica to enhance their existing partner support experience.

INCIDENT SUPPORT

With Premier Customer Support, you get 24/7 specific incident support (combination of standard hours and emergency after hours) to help resolve a variety of time-sensitive technical issues.

EARLY ACCESS TO NEW PROGRAMS

Premier Customer Support pre-qualifies you to receive the benefits of our early adopter program. You have access to new features and dedicated attention from the Acumatica support staff to assist in your successful implementation.

ADDITIONAL BENEFITS

With Premier Customer Support, you receive additional monetary and non-monetary benefits, including a set number of free hours for development support and discounts on selected services.

ACUMATICA PREMIER CUSTOMER SUPPORT

If Acumatica is mission critical to your organization and you want to develop a more strategic relationship with your partner and Acumatica, Premier Customer Support is for you.

Acumatica Premier Customer Support complements the support you already receive from your local partner by offering a variety of product support enhancements that may be critical to your business. Premier Customer Support enables you to get the most out of your Acumatica investment by delivering technical support to keep your ERP system performing at its best, as well as proactive services to help you extend the value of your Acumatica solution.

EXCLUSIVE ACCESS TO ACUMATICA EXPERTS

With Premier Customer Support, you have direct access to product experts at Acumatica. These experts can help you with your technical issues whether you are looking to:

o extend Acumatica's functionality

o leverage the Acumatica Cloud xRP Platform to develop new solutions or

o make additional support available to your end users and internal development resources

DEVELOPER SUPPORT AND ENGINEERING ASSISTANCE

In addition to the development and engineering support your partner provides, Acumatica can offer strategic advice and guidance from our expert developers and engineers to help you get the most from Acumatica. You can also find architectural guidance to ensure your deployment is designed to meet your specific business requirements.

SIMPLE TROUBLESHOOTING AND HOW-TO

While your local partner is the best resource to help address complex business needs, Premier Customer Support can help quickly and cost-effectively resolve basic troubleshooting and how-to requests. Premier Customer Support offers end users and technical professionals flexible options for accessing help, including choice of phone or chat support, online self-help resources, and after-hours emergency support.

Acumatica

ACUMATICA CUSTOMER SUPPORT FEATURES

	ACUMATICA CUSTOMER PORTAL	ACUMATICA PREMIER CUSTOMER SUPPORT
Online knowledge base	✓	✓
Acumatica Open University access with course registration, tracking, testing, and certification	✓	✓
Community forums	✓	✓
User voice with product suggestion submissions and voting	✓	✓
Chat support		✓
Unlimited technical support cases		✓
Up to 8 hours of developer support per year		✓
After-hours and emergency support (2 cases per quarter)		✓
Early-adopter status with access to new programs and product releases		✓
Priority status in the support queue		✓
Acumatica professional services discount		✓

PREMIER SUPPORT PRICING

Acumatica Customer Portal is provided to customers at no additional charge.

Premier Customer Support is provided on an annual basis. Work with your partner to determine pricing for your organization.

UNLOCK YOUR BUSINESS POTENTIAL WITH ACUMATICA

Acumatica is a leading provider of cloud business management software that empowers small and mid-size businesses to unlock their potential and drive growth.

Built on the world's best cloud and mobile technology and a unique customer-centric licensing model, Acumatica delivers a suite of fully integrated business management applications such as Financials, Distribution, CRM and Project Accounting, powered by a robust and flexible platform.

TAKE CONTROL OF YOUR BUSINESS

Successful companies know the value of having visibility and control over their business. Acumatica enables you to drive growth, manage costs, and be productive.

PLAY TO YOUR STRENGTHS

Every business is unique. Play to your strengths by doing what works best for your company. Tailor your business management software to fit your exact needs, no matter how specific your requirements.

EMPOWER YOUR PEOPLE

Your business isn't confined to four walls. Why should the people that impact your business be? Acumatica goes wherever your people go—anytime, anywhere, and on any device.