

# Adaptive Support

**The Adaptive Support desk is staffed with finance professionals who are application experts, committed to delivering top-rated customer support and enriching the client's experience with Adaptive.**

## Adaptive Support

The Adaptive Support team is comprised of expert administrators of the Adaptive system. Representatives are available by phone or email to provide customers with the tools they need to succeed with our application while providing an excellent customer experience.

The Support team provides general guidance and suggests solutions to challenges encountered while working with the application. The team also provides solutions for technical issues.

## The Adaptive Difference

The responsiveness and breadth of knowledge of the Support team differentiates Adaptive from the rest. We know having a live person answering the phone who actually knows the application is critical – and that's why we strive to answer all calls. Not only do we provide exceptional phone support, but we also deliver exceptional service. Customer satisfaction with the Support team consistently ranks higher than 97% each month. The Support team is willing to go the extra mile and spend the time necessary to guide customers through issues to resolution.



## Support Plans

We offer different support plans so that you can choose the level of service that's right for your organization. All of our plans are designed to provide customers with the tools they need to succeed with Adaptive.

### Standard Support

Every Adaptive customer has access to Standard Support for online and telephone support. Our Standard Support plan, included with each license, provides:

- Access to online recorded training and user documentation
- Access to our Support and Knowledge Base, containing articles and a community help forum
- Online case submission and ticket tracking
- Access for two Adaptive administrators to contact telephone support
- Standard 1 business day response time

Support hours are Monday through Friday 6:00 a.m. to 6:00 p.m. In addition, you can access the Adaptive Support and Knowledge Base 24 hours a day.

Standard Support is a good fit for companies that need standard guidance in getting started and using Adaptive. If you need a faster response, extended support coverage, or an assigned support resource, we recommend our advanced Support plans.

## Corporate Support

### Get More Support, Faster

Whether you have how-to questions, technical issues, or just need general guidance on using Adaptive, we give you fast, expert answers.

You get all the benefits of Standard Support, plus:

- Access for more Adaptive administrators (up to five) to contact telephone support
- Faster response times – within four business hours

### Stay on Top of Training

Corporate Support customers receive an annual amount of education and training credits that can be applied to the Adaptive training course(s) of their choice. This makes it easy without additional investment for new administrators to quickly get up to speed, or for existing administrators to attend refresher or advanced training as needed.

## Enterprise Support

### Maximize Your ROI in Adaptive

Enterprise Support customers can take advantage of Adaptive best practices, with an Annual Application Review. This audit of your current and anticipated use of Adaptive includes investigation into areas of special interest, recommendations for potential enhancement by utilizing new features, and review of potential training opportunities. It includes written reviews and recommendations for optimizing and expanding your deployment to ensure that you meet your performance management objectives.

Enterprise Support includes all the benefits of Corporate Support, plus the Annual Application Review, and:

- Access for unlimited Adaptive administrators to contact telephone support
- Access to international support in all of our support centers, resulting in 24/6 telephone coverage

## Global Support

Our large international enterprises can benefit from Global Support, our highest level of service to support their critical business demands. Global Support includes all the benefits of Enterprise Support, plus access to a support hotline and an assigned support resource, who takes leadership of their support tickets and responses.

## Compare Plans

Compare Support plans to find the right plan for your organization.

	Standard Support	Corporate Support	Enterprise Support	Global Support
Knowledge Base Access	✓	✓	✓	✓
# of Administrators with Access to Support	2	5	Unlimited	Unlimited
Telephone Support Response Times	Within 8 hours	Within 4 hours	Within 4 hours	Within 4 hours
Telephone Support Hours	Local	Local	International	International
Education and Training Credits	–	10	20	30
Annual Application Review	–	–	✓	✓
Assigned Support Resource and Hotline	–	–	–	✓

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