

# WOW! PLATINUM SUPPORT

## THE NEXT GENERATION OF PLATINUM

WOW! Platinum Support was designed for customers looking to get the most mileage out of their Auto-Trol solution. It is concierge level service combined with a product team focused on delivering the features you want right now.

Enter the newest generation of WOW! Platinum Support. **Preventative, Personal, and Always On.**

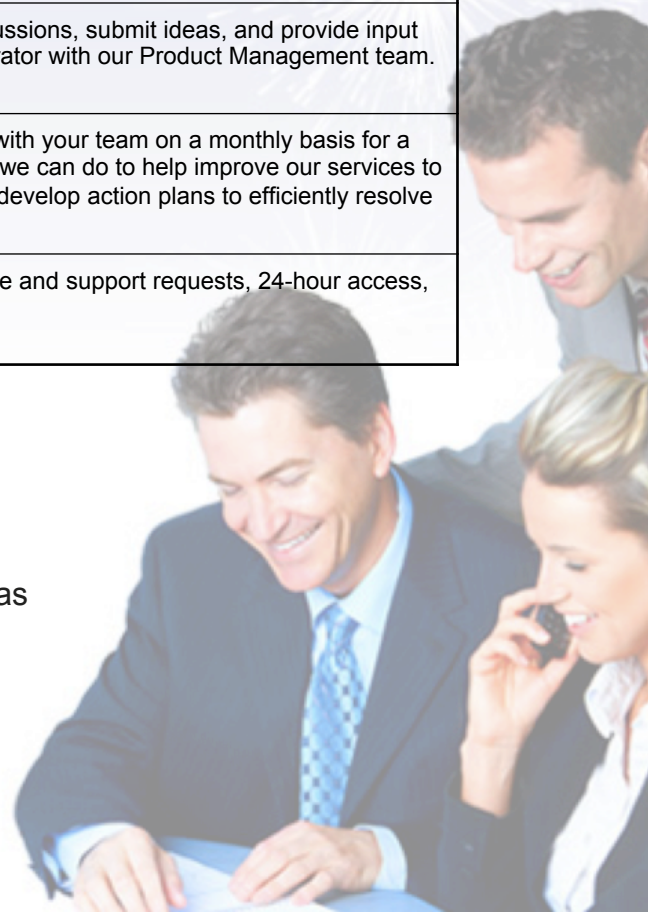
### ★ EXCITING FEATURES WORTH MORE THAN \$50,000!

|                         |   |  |
|-------------------------|---|--|
| <b>KONFIG</b>           | <b>Forms, Reports and Searches</b>              | Up to 50 FREE attributes per year to help you transform your knowledge base into a competitive advantage.  |
|                         | <b>Managed Upgrades</b>                         | Save countless hours in test and trouble-shooting by allowing Auto-Trol's team of experts to manage your software upgrade for you. Our proven process will take the headache out of version transitions and allow you to enjoy the benefits of the latest releases...now!                                  |
| <b>Tech Illustrator</b> | <b>Software Development Kit</b>                 | Looking for access to the development modules and libraries used by our R&D staff? Look no further! You gain access to the TI Software Development Kit (SDK) with your Platinum Support contract.  |
|                         | <b>Quick Action Macros</b>                      | With WOW! Platinum, enjoy 4 Quick Action Macros that speed up your development time by utilizing our powerful drawing, editing, and annotation tools.  |
|                         | <b>Free Extensions and Custom Add-ons</b>       | Enhance your Tech Illustrator experience by adding customized functionality, new integrations to 3 <sup>rd</sup> party products and additional custom views. For example, you could include integration of your bill of materials for an assembly to your ERP system.                                      |
|                         | <b>Product Ideas Forum</b>                      | Platinum customers are invited to participate in discussions, submit ideas, and provide input on our product direction for KONFIG and Tech Illustrator with our Product Management team.   |
|                         | <b>Platinum Experience Manager</b>              | A Platinum Experience Manager will schedule calls with your team on a monthly basis for a high level review of your tickets and to find out what we can do to help improve our services to your organization. We will prioritize your tickets and develop action plans to efficiently resolve your issues. |
|                         | <b>Plus the features you have come to love!</b> | VIP Treatment with highest level priority on all feature and support requests, 24-hour access, and local Platinum Hotline.   |

### SERIOUS SAVINGS FOR THE LONG HAUL

#### Lock in pricing for 1,3 or 5 Years!

We now offer the ability to lock in your maintenance and support pricing with no annual price increases for as long as 5 years!



# Meet the WOW! Support Programs

|  | Standard | Gold       | Platinum      |
|--|----------|------------|---------------|
| <b>Customer Success</b>                                      |          |            |               |
| Participation in Customer Success Program                    | ✓        | ✓          | ✓             |
| Virtual User Group Conferences                               | ✓        | ✓          | ✓             |
| <b>Product Development</b>                                   |          |            |               |
| Access to Patch and Update Product Releases                  | ✓        | ✓          | ✓             |
| Feature Request Priority Weighting                           | 1x       | 2x         | 4x            |
| Product Roadmap Steering Committee Seat                      |          |            | ✓             |
| Auto-Trol Product Ideas Forum                                |          |            | ✓             |
| <b>Customer Support</b>                                      |          |            |               |
| Phone Support during Business Hours                          | ✓        | ✓          | ✓             |
| Support Chat Capability during Business Hours                | ✓        | ✓          | ✓             |
| Web-Based Ticketing (# of tickets per Year)                  | 10       | 20         | Unlimited     |
| Case Priority Weighting for Non-Critical Issues              | 1x       | 2x         | 4x            |
| Support Availability (Hours x Days/Week)                     | 8x5      | 8x5        | 24x7 for sev1 |
| Guaranteed Response Time for Severity 1 Issues               |          | 24 hours   | 4 hours       |
| Platinum Hotline with Live Attendant                         |          |            | ✓             |
| Platinum Experience Manager Reviews                          |          |            | ✓             |
| <b>Auto-Trol KONFIG</b>                                      |          |            |               |
| Forms, Reports and Searches: # of free attributes per year   |          | 10         | 50            |
| Managed Upgrades   |          | Assistance | Done for You  |
| <b>Auto-Trol Tech Illustrator</b>                            |          |            |               |
| Software Development Kit (SDK)                               |          |            | ✓             |
| <b>Quick Action Macros:</b>                                  |          | <b>2</b>   | <b>4</b>      |
| • Insertion Arrow and Leader details                         |          | ✓          | ✓             |
| • Insertion Leader or Arrowhead call-outs                    |          | ✓          | ✓             |
| • Call-out Addition (with or without "masked leader" option) |          |            | ✓             |
| • Drawing Clean-up   |          |            | ✓             |
| Free Extensions and Custom Add-ons                           |          | 1          | 3             |
| Best Practice Advisor  |          |            | ✓             |



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