









## Premier Support: Feature Highlights

Guided onboarding, enhanced technical support, insights and advisory support to help drive long-term success with ActivTrak

 <b>Feature</b>	 <b>Summary</b>	 <b>Value Provided</b>
<b>Live Stakeholder Training</b> 	Tailored guidance through two (2) distinct training modules: Platform, Leadership, Manager, Employee or Train-the-Trainer	Identify insights in the solution and operationalize them in practice through key stakeholders within the first 90 days
<b>Productivity Assessment</b> 	High level comparison of key productivity metrics relative to latest quarterly productivity benchmarks	Quickly assess progress to goals and surface opportunities to drive further business value
<b>Annual Technical Health Check</b> 	Detailed report with actionable recommendations to improve reporting accuracy and deliver optimal insights	Ensure your environment is running at its optimal capacity and maximize your ActivTrak investment
<b>Business Reviews</b> 	Assessment of progress and goals to surface opportunities to further optimize your use of ActivTrak and related business outcomes	Evaluate strategic goals and progress, includes a Productivity Snapshot
<b>Training Vouchers</b> 	Optional coverage of additional training modules (Platform, Leadership, Manager, Employee or Train-the-Trainer)	Provide the flexibility to train additional stakeholders after the initial 90-day stakeholder training window

**“Fast support every time I’ve contacted them and they always guided me in the right direction to correct the problem.”**

Michael Wright  
IT Manager, Protect Controls, Inc

**“Support is top notch. We get responses from our account representative in a timely manner.”**

Andy Achreiber  
IT Manager, Digestive Health Specialists

# ActivTrak Support Packages

	Digital	Premier	Signature
	Included with all subscriptions	Annual subscription add-on	Annual subscription add-on
<h3>Adoption Assurance</h3> <p>24x7 Online Access to Onboarding, Learning Materials &amp; Help Center</p> <p>Technical Configuration &amp; Tuning</p> <p>Live Stakeholder Training</p> <p>Planning Workshop</p>	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<h3>Technical Support (Ongoing)</h3> <p>Live Chat<sup>1</sup> &amp; Email Support<sup>2</sup></p> <p>Scheduled Calls for Open Support Cases</p> <p>Annual Technical Health Check</p> <p>Dedicated Technical Account Manager (TAM)</p> <p>Priority Ticket Routing</p> <p>Customization support for ActivConnect pre-built starter templates<sup>3</sup></p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<h3>Advisory Support (Ongoing)</h3> <p>Access to Customer Success Team</p> <p>Business Reviews</p> <p>Training Vouchers</p> <p>External Productivity Benchmark Comparison</p> <p>Expert Insight into Your Productivity Trends (bi-annual)</p> <p>Insights to Action Workshop Facilitated by Productivity Lab</p>		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

✓ Productivity Lab Delivered Service

<sup>1</sup> Live Chat Support Hours: Digital (Mon-Fri 8am - 6pm CT), Premier (Mon-Sun 8am - 6pm CT), Signature (24X7)

<sup>2</sup> Email Support Hours: (Mon-Fri 8am - 6pm CT). Average Email Response Time: Digital (<12 hrs), Premier (<8 hrs), Signature (<4 hrs)

<sup>3</sup> Up to 10 hours. Does not include support for third-party data integrations

