



## Prodiance Premium Support

Prodiance now offers two options for annual maintenance agreements, Standard and Premium Support. The newly offered Premium Support includes all of the features and benefits of Standard Support and delivers significant added value with the following benefits:

- Online training services subscription with archived access
- Remote Hotfix management
- Annual Site Audit
- Premium Customer discount on Prodiance professional services
- Customer conference fees waived

### Premium Support Benefits

- Live and recorded (on-demand) training sessions for end-users and system administrators
- Remote hotfix management and deployment
- Annual site audit with recommendations on best practices and opportunities for enhancement
- Premium Customer discount on professional services
- Customer conference fees waived
- All features and benefits included with Standard Support

### Online Training

The online training services subscription includes a series of monthly online sessions that focus on both end-user, administrator, and technical topics, including:

#### End-User courses

- Using Spreadsheet IQ for logic review (Series)
- Using Spreadsheet IQ for advanced remediation (Series)
- Understanding your spreadsheet inventory with Prodiance eDiscovery
- How to use the ESM audit trail and version history for effective change management
- SharePoint basics for Document Management

#### Technical Courses

- Managing ESM Event logs
- Setting up monitoring and folder exceptions
- Understanding debug logs for effective system administration
- Advanced reporting using SQL Server Reporting (series)
- Creating effective workflows using SharePoint Designer (series)

Each training session will be archived and available for download and playback for active subscribers. Additionally, any number of users can attend each session, making it a very scalable and cost effective method of training users on the Prodiance product lines.

### Remote Hotfix Management

Through our Standard Support, we make every hotfix and service pack available for download with a set of instructions for how to apply it. With the Premium Support option, we make these available to you and manage the implementation of each hotfix, ensuring that they are applied correctly, effectively, and with minimal overhead involved from your IT team. This will ultimately reduce the amount of IT management required by your technical team and ensure that your Prodiance servers are better managed and kept in good health.

### Annual Site Audit

The annual site audit will allow Prodiance consulting to analyze the current Prodiance usage, validate current configurations, ensure that the system is operating efficiently and that you're getting the most out of the system as possible. We'll make recommendations for system changes, feature adoption, highlight areas for possible expansion, etc. It will also be a great opportunity for you to make recommendations with regards to new reports, workflows, and other core functionality enhancements.

### Sign Up Today!

For more information about the Prodiance Premium Support plan or other service offerings, contact your local Prodiance representative or call us today!



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## Comparison of Support Plans

Benefit	Standard Support	Premium Support
Web, Email, and Telephone Support	●	●
Access to hotfixes and service packs	●	●
Access to product upgrades	●	●
Annual online training services subscription		●
Remote hotfix management		●
Discount on Prodiance professional services		●
Customer conference fees waived (up to 5 attendees)		●
Annual system audit		●