

# SUPPORT PLANS FROM PROPEL

## Maximize Your ROI for Cloud PLM

Propel's Customer Support organization is committed to your success. All Propel subscriptions include easy access to our online Help Center where you can access the latest help articles, video tutorials, release notes, and webinars.

For those with more demanding support requirements, Propel also offers premium support services that include access to dedicated support professionals, accelerated service-level response, and one-on-one sessions for proactive mentoring and business reviews. Advantage and Premier Support customers can experience an increase in user adoption, productivity, and business continuity.

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	Standard Support	Advantage Support	Premier Support
Annual Price	Included	15% <sup>1</sup>	25% <sup>2</sup>
24 x 7 Availability Monitoring	●	●	●
24 x 7 Support Portal Access	○	○	○
Business Hours Support	●	●	●
Upgrade Assistance	\$	1	3
Web Case Submission	●	●	●
Dedicated Customer Success Manager		○	○
Priority Case Routing		●	●
Mentoring Sessions	\$	\$	4
Business Reviews	1	2	4
Managed Service Hours	\$	20	40



## Propel Support Details

- **24x7 Availability Monitoring:** Proactive system monitoring to ensure maximum availability and performance of your Propel system.
- **24x7 Support Portal Access:** Continuous online access to the Propel Help Center to submit support requests, review case status, and browse other resources like our knowledgebase, product documentation, best practices, tutorials, and more.
- **Business Hours Support:** During business hours, Monday - Friday, 7am - 6pm PST, Propel Support will contact you via the best method (including telephone) to help resolve your case.
- **Upgrade Assistance:** Propel has 3 major releases providing new functionality per year. Upgrades to your system will be installed and configured by a Propel Support expert.
- **Web Case Submission:** Support cases may be created directly through the Propel Help Center at any time, and your request will be routed to support resources for response within your appropriate service level.
- **Authorized Support Contacts:** Designated, trained contacts in your company who are authorized to submit cases and work directly with our experts toward resolution. Your Support Admin will manage your Authorized Support Contacts.
- **Customer Success Manager:** A Propel Customer Success Manager (CSM) is assigned to monitor and provide oversight of your support cases, ensuring service levels are met and advocating for your support needs. Your CSM will gain an understanding of your business needs and partner with you to drive business results.

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“Propel has been great giving **Desktop Metal** a flexible PLM foundation in the cloud that will scale as our business grows. Their customer support has been amazing.”

MATT VERMINSKI  
VP ENGINEERING

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### KEY PROPEL SUPPORT OFFERINGS

- 24x7 Availability Monitoring
  - 24x7 Support Portal Access
  - Business Hours Support
  - Upgrade Support
  - Web Case Submission
  - Authorized Support Contacts
  - Dedicated Customer Success Manager
  - Priority Case Routing
  - Mentoring Sessions
  - Business Reviews
  - Managed Service Hours
- **Priority Case Routing:** Expedited handling and priority routing for web and email cases.
  - **Mentoring Sessions:** Scheduled 30-minute deep dive sessions with a Propel Support expert. Premium Support includes the ability to schedule two one-on-one mentoring sessions per quarter.
  - **Business Reviews:** Periodic meetings to review support services metrics and key instance performance reports to help you continuously optimize the value of your Propel solution.
  - **Managed Service Hours:** Professional services to provide support for any needs you may have including training for new users, configurations, data loading, and file imports.

<sup>1</sup> Advantage Support plan has a minimum price of \$10,000

<sup>2</sup> Premier Support plan has a minimum price of \$25,000