

Newmarket International is pleased to offer a customized, personalized support offering called Platinum Support. Platinum Support extends your core support benefits and provides the highest level of problem-resolution and proactive technical support services, all in one package.

With Platinum Support, you receive direct access to highly skilled support technicians. Rapid case resolution is essential and strict control of environments and systems supported is mandatory. Technicians maintain an advanced technical skill set to ensure a high level of assistance and resolution turnaround. Customer service skills are vitally important as we work very closely with end users, corporate representatives, as well as customer or 3rd party controlled data centers.

Platinum Support includes the following additional services:

KNOWLEDGE OF YOUR NEWMARKET SOFTWARE PRODUCT ENVIRONMENT

All Platinum support technicians are trained and are familiar with your customer contacts, environments and procedures.

HOLISTIC CASE ANALYSIS

Platinum Support techs will use their knowledge of your corporate procedures/standards and technical environment when working cases in an effort to identify potential trends or issues that may need to be addressed from a global perspective. Understanding your company's technical and organizational structure will help us to quickly identify and provide information and solutions to your teams, ensuring that together we are providing the most responsive service possible to your end users.

DESIGNATED SUPPORT SPECIALIST

A Platinum support technician will be assigned to your account. The support technician will monitor your open calls and ensure cases are being worked efficiently and resolved quickly. Your designated specialist will also run your semimonthly conference call.

ACCELERATED PROBLEM ESCALATION AND RESOLUTION

With Platinum support, your technical problems and application issues will receive a higher priority within our Problem Management Process. Your cases will bypass levels within our escalation process and move from our Platinum team directly to our senior techs.

CHANGE ORDER REQUEST AND CHANGE MANAGEMENT CONTROL

Changes to your systems will be submitted to you for approval, prior to work being done, allowing your IT organization to review requested changes. Changes to your Newmarket systems by Platinum Support technicians are also tracked via our Change Management Control procedures.

SEMIMONTHLY OR MONTHLY CONFERENCE CALL

Depending on your needs, a semimonthly or monthly call with Newmarket Support is provided to review open cases and resolution progression. A detailed case report is provided for this call that contains your open and closed cases for all of your properties. Case numbers, open dates, severity, status, same day closure statistics, and case details are all listed.

PRODUCT LIFECYCLE MANAGEMENT

When new Hotfixes or Patches to Newmarket Software become available, we will proactively notify you and work to schedule installation into your 'non-production systems' for review if desired. We will also work with you to ensure updates are consistently installed across your production installation base, ensuring that all of your installed locations are utilizing our latest software updates.

AVAILABILITY UPDATE NOTIFICATION

If you have a scheduled outage or are experiencing an unscheduled outage due to unforeseen circumstances, Platinum Support will modify its phone system to provide detailed updates for your end users on expected outage length or provide other information or updates. These updates are connected to your Access Code and cannot be heard by other Platinum customers.

DATABASE HEALTH CHECK

Platinum Support entitles you to one yearly Database Health Review for each Newmarket product Database server covered under Platinum support. This Health Review includes the following: Database Integrity, Database Index Maintenance setup and review, review of SQL Server error logs, SQL database backup jobs to disk drives, and available disk space.

PHONE QUEUE PRIORITY AND ACCESS CODES TO PERSONALIZE YOUR SUPPORT WITH NEWMARKET

Your Access Code provides you access to the Platinum Support hotline and ensures your calls have priority over other calls to Newmarket Support. Access codes allow us to report on call trends from your users, allowing us to ensure we always have the correct staffing available at the right times to receive your calls.

TOLL-FREE* ACCESS TO NEWMARKET INTERNATIONAL SUPPORT

You can now call Newmarket Support via a Toll Free number! *Currently only available in North America.

PLATINUM SUPPORT TECHS ARE AVAILABLE 24 HOURS A DAY, SEVEN DAYS A WEEK

Our Platinum lines are staffed from 7:30 AM to 9 PM EST Monday through Friday - but our Platinum technicians are available 24 hours a day to help solve your technical issues.

If you are interested in this program please contact Newmarket International toll-free at 888-829-8871 or email us at salesinfo@newmarketinc.com. We look forward to continuing to provide the world class Service and Support you have come to know and expect from Newmarket International.

