

Verint Premium Plus Support

Managing and sustaining large, complex, or mission-critical software deployments can require additional levels of expertise and a more active level of support. These situations can also demand highly individualized attention.

That's why Verint® Systems created **Premium Plus Support*** — to provide you with more focused, personalized support via an assigned Support Account Manager who understands your organization and its unique requirements. The Support Account Manager provides context to assist you with critical IT decision making, as well as helping to maximize system uptime and communicating with internal constituents. With Verint Premium Plus Support, you can be confident that your Support Account Manager will proactively oversee support activities.

Available during normal business hours, your Verint Support Account Manager will oversee a variety of tasks, including:

- Support ticket reviews
- Monthly metric reporting and review meetings
- Patch and hotfix release planning
- Release note review sessions
- Ticket escalations
- Reviews of updates on relevant support topics
- Coordination of one site visit per year to get a first-hand look at your operations and gather detailed knowledge about you and your team



Verint Premium Plus Support provides an assigned Support Account Manager to oversee your Verint Support needs.



Key Benefits

- Provides an assigned Support Account Manager to serve as your trusted advisor.
- Helps identify initiatives for ongoing fine-tuning and optimization of your solution.
- Guides you through difficult support issues, in an expedient and productive manner, taking into account your specific business needs and priorities.
- Helps drive optimal usage of your Verint solution through staff knowledge and training.

* Verint Premium Support is a prerequisite for this service.

Benefit from Additional Services

Verint Premium Plus Support includes an annual, three-day “health check” that may include consulting, application consulting, or an architecture review by Verint’s seasoned consultants.

Premium Plus Support also includes two eight-hour packages of Verint AdviceLine™, an “ask the expert” service designed specifically to provide quick guidance on functional, operational, or business practice questions. Delivered as one-hour, one-on-one Web conference sessions, AdviceLine offers the opportunity to speak with a Verint consultant about a wide range of topics, such as business best practices or how to leverage your solutions more effectively to achieve particular business goals.

For even more value, Verint Premium Plus Support includes four credits at Verint UniversitySM. Each credit equates to one day of training for one person, delivered online in the Verint Learning Center.

Take a New Approach to Managing Support


As a global leader in Actionable Intelligence® solutions, Verint understands how important it is for your software to operate at peak performance. With Verint Premium Plus Support, you can focus on running your business – and let us deliver comprehensive, high-quality support, consulting, and training to help improve your operations.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk, and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to make more informed, effective, and timely decisions. Learn more at www.verint.com.


Americas

 info@verint.com

 1-800-4VERINT


Europe, Middle East & Africa

 info.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 info.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

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