

Platinum Annual Maintenance Plan



Protect your investment, maximize your benefits and continuously increase your employee satisfaction by enrolling in Altus Dynamics – Platinum Annual Maintenance Plan (Platinum Plan).

The Altus Dynamics Platinum Plan helps you optimize and protect your investment by providing access to product enhancements, new releases, online training, comprehensive online support and services.

The Platinum Plan is an annual maintenance plan that includes your annual enhancement with additional productivity benefits:

Value: *Enrolment in a plan will give your organization access to enhanced functionality and innovative technology advances to your solution. Staying current on the latest releases translates to better performance and productivity. As an incentive to customers who subscribe to the Platinum Plan on their next maintenance renewal Altus will be offering a one-time package of 5 support hours for free.*

Confidence: *Protect your investment by keeping your solution up to date and running at its peak performance. Updates not only help ensure legal and regulatory compliance but also help keep your solution running securely and uninterrupted. To help you build a technology vision Altus has included a free solution road-mapping workshop as part of the Altus Dynamics Platinum Plan.*

Productivity: *Self-support tools and training through our online portals, eService portal, Altus Client Portal and Microsoft CustomerSource. These online tools give your employees the ability to collaborate with Altus on their implementation. Through CustomerSource you can resolve small technical issues on your own, enhancing overall productivity. In addition, the Altus eService Portal provides online access to a responsive support team dedicated to addressing your needs. Leverage monthly and free online eLearning webcasts from Altus Dynamics consultants to extend your learning potential.*

Platinum Annual Maintenance Plan



What are the benefits?

The Platinum Plan helps keep your business management solutions running smoothly:

- Five free hours of support time. This support time is available to Altus Dynamics customers who renew or adopt the Platinum Plan on their next maintenance anniversary date. It is a one-time offer which expires after one year.
- Priority response when using our online support case logging and management tool, Altus Dynamics eService Portal, for responsive and effective support
- Access to version updates, updates and tax and regulatory releases. Assisted support or self-support tools, such as Knowledge Base through CustomerSource.
- Unlimited online training and certifications from CustomerSource.
- Free online, monthly eLearning webcasts conducted by experienced Altus consultants.
- Annual road-mapping to plan and uncover solutions and strategies to leverage your technology investments in Microsoft and Altus Dynamics.
- Technical documentation, how-to articles, installation and user guides, and white papers.
- Product information including announcements, product roadmaps, fact sheets, FAQs, and presentations.
- Newsgroups and communities to build peer networks by sharing tips, ideas, suggestions, questions and comments about your solution.
- Protected list price.
- Annual user conference - Altus Alliance with a 10% discounted pass

How do I enrol and what does it cost?

Learn more and call Altus to discuss if this plan is right for you. Contact your Account Manager or anyone at Altus to learn if this annual maintenance plan is right for you.



www.altusdynamics.com

Direct: 416.516.0050 | Toll-free: 866.878.5552 | Email: azarobyan@altusdynamics.com

2A-219 Dufferin Street, Suite 2A, Toronto, ON M6K 1Y9