PREMIUM SUPPORT

Extend Your Team with ProcessUnity Experts.

ProcessUnity Premium Support is the easy and reliable way to extend your team without adding staff. Our team of Customer Success experts is available to assist you with user administration, report creation, application configuration, data loading and more. We'll manage your technology so you can focus on program results.

Program at a Glance

- Add "On Call" ProcessUnity Experts to Your Staff
- Contact Us Via Special Email Address During Business Hours
- We Act as Your In-House System Administrators
- Up to 12 Hours Per Month

Program Features

01 Our Team is Your Team – Completely outsource ProcessUnity platform administration or augment your team with our Customer Success experts. Contact us through a special email address and we'll get to work.

02 Beyond Standard Support – Premium Support is beyond troubleshooting basic technical issues. For up to 12 hours per month, our team acts as your in-house application administrators and can help with user management, reporting building, data management and a host of other services.

Services Included

- ✓ User / Roles / Permission Management
- ✓ Report & Dashboard Management
- ✓ Configuration / Process Changes
- ✓ New Feature Activation / Configuration
- ✓ Data Management (Mass Updates, Bulk Deletes, etc.)
- ✓ Notifications & Rules Management
- ✓ Workflow Management

ProcessUnity

Customer Benefits

Short-Term / Fixed-Price – **"On-Call" Expertise** – Our experts are here to help when you need it. Augment your team for larger projects or completely outsource application administration to us.

Cost Flexibility – Your team focuses its time on running your program and our team manages your implementation. Premium Support can be a cost savings for organizations with high turnover, limited headcount, and/or ongoing system configuration changes.

Additional Details & Restrictions

- Premium Support is available as a pre-paid annual contract for up to 12 hours per month.

- Unused hours expire at the end of each month.

- Premium Support is available during standard business hours as defined in the ProcessUnity Support Policy.

- All work is completed remotely.

- Premium Support is not intended to be used for new solution implementations.

Learn more about ProcessUnity Premium Support. Contact us at customer.success@processunity.com.

Contact Us

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