



# Advantage + Elite Support

To ensure rapid case resolution and maximize the uptime for your mission-critical business applications, you need an expert support team who understands your business priorities, processes, and technology environment. Whether you choose Adlib Advantage or Elite, you will gain the support you need to hit a homerun on your most crucial priorities.

## Which level of support is right for you?



### Adlib Advantage

This level of support is available to perpetual and subscription customers and provides more proactive support and technical guidance than the standard option. Advantage customers get support from Adlib's Senior Technical Account Team, as well as scheduled on-call support, a mirrored environment, and regular support status reports.

### Adlib Elite

Adlib Elite is our highest level of support. This option is ideal for enterprises that need top-tier expertise and responsiveness for their Adlib solution. Why become an Adlib Elite? Because you'll receive a dedicated Technical Account Manager (TAM) who will get to know the ins-and-outs of your organization to ensure your Adlib solution is meeting each of your specific needs. In addition to your personal TAM, you also receive a mirrored environment, training discounts, sandbox access to the latest software, critical incident management, and more.

### ADLIB ADVANTAGE Quicker SLAs + Senior Team

- Senior Technical Account Manager Team
- Enhanced SLAs—Quicker Response Times
- Scheduled On-Call Support
- Mirrored Customer Environment
- Regular Support Status Reports

### ADLIB ELITE Dedicated TAM + Top-Tier Support

- Dedicated Technical Account Manager
- Regular Status Meetings (Monthly)
- Critical Incident Management
- Mirrored Customer Environment
- 20% Discount on all Training Packages
- Sandbox Access to Latest Software
- Annual On-Site Visit (NA)
- Yearly Health Check

	Standard	Advantage	Elite
Phone and Email Support	●	●	●
Support Portal Access	●	●	●
Knowledge Database Access	●	●	●
Downloads (Access to New Releases)	●	●	●
Technical Account Manager		●	●
Proactive Technical Advice & Guidance		●	●
Enhanced SLAs (Faster Response Times)		●	●
Scheduled On-Call Support		●	●
Internal Customer Environment		●	●
Regular Status Reports		●	●
Regular Monthly Meetings			●
Dedicated Technical Account Manger			●
Critical Incident Management			●
20% Discount on Training			●
Sandbox Access to Latest Software			●
One On-Site Visit Per Year (NA Only)			●
Yearly Health Check			●



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