

# Deltek Customer Care Select

## Leverage Deltek's Deepest Product and Business Expertise to Maximize the Availability and Performance of Your Deltek Solution

### PREMIUM SUPPORT HIGHLIGHTS

#### The Benefits of a Customer Care Select Membership:

- A Dedicated Customer Care Senior Advisor
- Accelerated Response and Resolution
- Premium Planning and Support
- Proactive Alerts
- Exclusive Access
- Complimentary Admission to Insight

What would it mean to your business if you could resolve the most complex issues right away and avoid others altogether? How valuable would it be to work with a familiar team of people who speak the same language and understand your company's objectives and challenges?

If your organization is multi-site, global or using multiple Deltek products, you most likely have advanced support needs because of the depth of your internal expertise and the sophistication of your implementation. When more challenging problem occurs, you need immediate access to a support contact that is not only an expert on your Deltek product, but also knowledgeable of your business and the ways you use our products.

### CUSTOMER CARE SELECT – PREMIUM SUPPORT FOR PREMIUM REQUIREMENTS

Designed to provide you with the ultimate in customer support to address your unique needs, Customer Care Select ensures you always have access to a team of experts with years of experience with our products, coupled with familiarity with your environment and the specifics of your implementation. We've assigned our most senior advisors to this new offering. With Customer Care Select, we're putting our best resources to work on your behalf, so that you can stay focused on meeting your business objectives.

### YOUR KEY TO DELTEK

With your upgraded **Deltek Customer Care Select** program you not only get the standard support features you currently receive with Deltek Customer Care, but you also get a dedicated Customer Care Select senior advisor – your single point-of-contact – focused on helping you meet your specific business and support requirements.

With Customer Care Select, your senior advisor will ensure that each and every request is monitored closely and expedited to resolution. If an issue requires escalation to other resources within Deltek, your senior advisor will leverage all Deltek resources for you across the entire company. They will proactively inform you of product releases and technology updates.

Additionally, your senior advisor will ensure that Deltek's most experienced support and product engineering resources are applied to deliver rapid resolution, while maximizing the availability and performance of your mission-critical Deltek software.



Contact  
Deltek

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Deltek (NASDAQ: PROJ) is the leading provider of enterprise applications software designed specifically for project-focused businesses. For more than two decades, our software applications have enabled organizations to automate mission-critical business processes around the engagement, execution and delivery of projects. More than 12,000 customers worldwide rely on Deltek to measure business results, optimize performance, streamline operations and win new business.

## THE BENEFITS OF MEMBERSHIP

### A DEDICATED CUSTOMER CARE SENIOR ADVISOR

Get a Deltek insider on your team. You'll speak with our most experienced subject matter experts who understand your software deployment and environment. This proactive relationship enables accelerated issue resolution, which minimizes the impact of disruptions on your mission-critical business systems.

### ACCELERATED RESPONSE AND RESOLUTION

**Customer Care Select** provides you with exclusive access to move your cases directly to the top of the queue. You'll bypass the traditional support channels with your priority access code via phone or website. This ensures that we've got you covered with premium support to address any issue or concern the moment it occurs, saving you both time and money. You'll also have access to 24/7 emergency support – to get resolutions when you need them.

### PREMIUM PLANNING AND SUPPORT

Your senior advisor will help you navigate and understand the upgrades available and make recommendations based on your current release lifecycle. Additionally, they can assist in the planning process and coordinate services on new features, functionality and technology changes.

### PROACTIVE ALERTS

Your senior advisor will alert you to potential support issues and provide you with product information before an issue becomes a problem.

### EXCLUSIVE ACCESS

**Customer Care Select** allows you to provide direct input into the future direction of Deltek products through a reserved seat on our Product Advisory Council. This feature entitles you to provide input on upcoming features, enhancements and technology updates, as well as proactive product roadmap review sessions. And Deltek will host an online Customer Care Select forum, exclusively for your firm.

### COMPLIMENTARY ADMISSION TO INSIGHT

Receive one complimentary pass to attend Insight, the largest gathering of project-focused professionals in the country.

### LEARN MORE

With thousands of satisfied customers over more than 20 years, Deltek is committed to providing the highest level of customer support and ensuring that your investment is working as hard as possible to help you meet your business objectives.

To learn more about Deltek Customer Care Select please visit

[www.deltek.com/customercare](http://www.deltek.com/customercare)

