

# Deltek Premium Care

## Expanded coverage for your sophisticated business needs

*Access to 24x5 customer service provides businesses with the vital coverage needed to efficiently evaluate and resolve even the most mission-critical issues*

### **Premium Care**

Help protect and extend your software investment with a Deltek Customer Care Support Plan. We deliver value to your organization by helping you reduce the time, resources, effort and cost of operating your Deltek solution. As trusted advisors, Deltek Customer Care takes the time to get to know you, while continually looking for ways to improve your software. We'll help you understand how your solution improves business efficiency, and help you learn from your interactions with us. You'll also benefit from user-driven product enhancements that keep you competitive.

Deltek realizes that no two sets of business needs are exactly alike. With Deltek Customer Care, customers can choose from three different support plans, to promote the most flexible and accommodating support for your unique enterprise. With each tier, you receive professional assistance when you need it – whether by accessing our world-class support, or award-winning online support portal, Deltek Customer Care Connect.

With Deltek Premium Care, we deliver comprehensive, unlimited support cases from our experienced support professionals. Designed for enterprise organizations that require more frequent contact with support, and companies looking for the added comfort and security of expanded support availability, this option allows 12x5 business support and 24/5 emergency

telephone support to handle your business' mission critical needs. Premium Care also provides expedited support services, priority routing of issues, remote diagnostics, and up to five authorized contacts at your organization to contact Deltek Customer Care on your behalf.

### **Deltek Premium Care includes the following services:**

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- Product updates, feature packs, and hotfixes to keep your system current
  - Unlimited on-going support cases with expanded business hours
  - 24x5 Emergency support for your mission-critical cases
  - Unlimited access to Deltek Customer Care Connect, our online support portal, including online chat
  - 10% discount on all Deltek University classes
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### **Award-winning Customer Care**

With decades of industry insight and experience, our well-trained support analysts are available worldwide to assist you with your Deltek solution. Premium Care allows you unlimited support cases and the direct contact capability to get in touch with Deltek support quickly, giving your business the benefit of experienced reinforcement when you need it.

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**Unlimited Support Cases**

Deltek provides Premium Care customers with an unlimited bank of support cases. We are there to support you and your team, to promote a successful relationship. We assist your team to help your Deltek products stay up-and-running, on time and on budget, with high-quality support so that your business can consistently retain low costs and high returns.

**Expanded Support Availability**

Under the Deltek Premium Care plan, assisted or “live” support is provided to support your mission-critical cases, even after standard business hours. With Premium Care our support teams are available 12 hours a day, Monday through Friday. Additionally, we offer mission-critical support 24x5 to handle your critical situations. Deltek support analysts are available to resolve support needs, so that your company can breathe easy even over the most critical issues.

**World-class Online Support Tools & KnowledgeBase**

Premium Care subscribers can access our Support Portal, Deltek Customer Care Connect, 24x7. Connect offers Premium Care customers online chat, which provides real-time access to our support analysts during business hours, and grants access to our online Knowledgebase containing thousands of solutions and suggested practices. Deltek Premium Care customers also receive membership in our Connect User forums, connecting thousands of Deltek users world-wide to share industry insight, product tips and tricks,

and the ability to build relationships with industry peers. Deltek Customer Care Connect website also provides additional content and features, including:

- The ability to add, update, or close support cases real-time
- Access to user documentation & FAQs
- Membership in the Deltek Report Exchange, providing access to shared custom reports

**On-going Product Enhancements**

Deltek provides our customers with the latest product advancements, to complement modernization of your business to stay competitive. Updates may include:

- Hotfixes
- Security updates
- New product releases and enhancements
- Service pack updates or technology advancements

**Enhanced Support**

Deltek Premium Care users receive priority response times to address your critical needs with a sense of urgency. Deltek lets you prioritize your cases based on severity, which allows us to respond more quickly to your critical cases.

**Contact**

For more information on how Deltek support can optimize your business, please call Deltek Advanced Customer Care at 1-877-HLP-PROJ or visit [deltek.com](http://deltek.com).

Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms and government contractors. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,500 organizations and 1.8 million users in approximately 80 countries around the world rely on Deltek to research and identify opportunities, win new business, optimize resources, streamline operations, and deliver more profitable projects. Deltek – Know more. Do more.® [deltek.com](http://deltek.com)