

# Deltek Select Care

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

## Benefits of Deltek Select Care:

- A Dedicated Senior Advisor
- Direct Access to Senior Level Support
- Accelerated Response and Resolution
- 24x7 Emergency Support
- Premium Planning and Support
- Proactive Alerts
- Deltek Univeristy Discounts
- Exclusive Access
- Deltek Insight Benefits

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 problems occur, 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.

## Deltek Select Care – Premium Support for Premium Requirements

Designed to provide you with the ultimate in customer support to address your unique needs, Deltek Select Care 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 offering. With Deltek Select Care, 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

Deltek Select Care is an additional service on top of our Premium offering. With your upgraded Deltek Select Care program you not only get the upgraded support features you currently receive with Deltek Premium Support, but you also get a dedicated Senior Advisor to act as your single point-of-contact – focused on helping you meet your specific business and support requirements.

With Deltek Select Care, 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.

## The Benefits of Membership

### A Dedicated Senior Advisor

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

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**Direct Access to Senior Level Support**

Bypass the first line of support and connect directly with Deltek's subject matter experts. Deltek's Senior Support Analysts will own your case and drive it to a prompt resolution.

**Accelerated Response and Resolution**

Deltek Select Care 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 Select membership 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.

**24x7 Emergency Support**

You'll also have access to 24x7 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.

**Deltek University Discounts**

Expand the value of Deltek Select Care by receiving a 20% discount on Deltek University classes as part of your membership.

**Exclusive Access**

Deltek Select Care 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 Select Care forum, exclusively for your firm.

**Deltek Insight Benefits**

Receive a complimentary pass to attend Deltek Insight, the largest gathering of project-focused professionals in the country. In addition, you'll also get an invitation to Deltek's Executive Symposium, a seat on the Customer Advisory Council, priority scheduling for *Meet The Experts* and more.

**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 Select Care, please visit [deltek.com/customer-care](http://deltek.com/customer-care)

Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms, government contractors, and government agencies. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,000 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)