



# ABSOLUTE SERVICE

You can count on us to be your strategic business partners, not just your customer service representatives

Today, with the increasingly critical role software solutions play in your business and the rapid changes dictated by a demanding market, it's no longer enough to have customer support that only works to ensure "functional adequacy". Customer support organizations should be looking to ensure that you meet your maximum potential.



## What is Crownpeak Absolute Service?

Crownpeak's Absolute Service program is designed to address any maintenance task, support scenario or growth goal. Use your hours however you like. Our team will do all the work to get it done.

In other software support frameworks, vendors may assist with installation and configuration of a solution. After that, they may only offer a minimal service level agreement or leave the picture altogether.

### The Crownpeak Difference

Our Absolute Service program has been designed to challenge the traditional definition of software support.

Given our subscription model and customer service philosophy, Crownpeak continues to offer support long after initial implementation is finished. In addition to providing technical platform support, we look to ensure continued digital growth and success for our customers.



## How we do it

Since 2001, Crownpeak has managed thousands of web sites for hundreds of customers. These years of industry experience and dedication have helped to build and refine Crownpeak's offerings. Our award-winning team of developers, managing consultants, and project managers have the valuable knowledge and skills to proactively identify and correct emerging issues before they affect our customers' business.

## The Crownpeak Difference

We go beyond the traditional definition of software support. In addition to providing technical support for the Crownpeak platform, Crownpeak's Customer Success team will work with customers as a comprehensive business partner.

Customers can use their Absolute Service to:

- Define marketing objectives
- Create business processes
- Develop and execute customized strategies for continued digital growth and innovation

While our expert team can recommend its own frameworks for continued customer success and growth, Crownpeak will flexibly work with customers to meet whatever goals they may set.

## Absolute service retainer options

Subscriptions to Absolute Service may vary.

Absolute Service is available to Premier and Elite Support Plan subscribers only.

Absolute Service hours are purchased annually upfront.

Customers must purchase a minimum of 20% of a full time equivalent for Absolute Service hours.



Award Winning Service Customer Service Department of the Year †

## Our customers routinely use Absolute Service for:

End-user support

Enhancements or revisions to templates, workflows, approval processes, integrations with applications, and WEM platform interface

HTML changes or style sheet changes

Configuration or changes to Crownpeak integrations within your marketing ecosystem, such as analytics, email management software, bulletin board, advertiser marketplace or any other integrated elements

Troubleshooting CMS template issues

Basic software developer support and training

Hosting, DNS or other web hosting related issues

† for the industry category of "Software & Computer Services Companies" of our size