Model N Customer Support

In a world where business change is the only constant and maximizing revenue moments can't be missed, you rely on your **Model N** solutions to deliver, no matter what changes your business takes. As challenges arise, quickly finding the best solution for your business often means the difference in revenue growth and competitive impact.

With more than 20 years' experience, Model N is committed to ensuring that you and your organization maximize the full potential of your investment and have a high level of satisfaction. That's why every customer has a support plan that includes training, online guidance, and technical support. Our support offerings give you even more help from Model N experts so you can maximize your goals faster.

Which Support is Right for Your Organization?

Model N offers three different support tiers that allow you to pick the tier that is perfect for your organization. Additionally, all the Model N support offerings give you expert support and assistance and are designed to accelerate your Model N adoption and success.

Get expert support.
Model N's team of experts are available around the world to support your mission critical solution.

Boost team productivity.
Model N's fast, expert, personalized offerings let you extend your team's capacity to reach maximum value and ROI on your investment.

Model N Customer Support –
Levels for All Needs

COMPONENT	SUPPORT TIERS		
	Standard	*Enhanced*	*Premium*
SUPPORT	8am - 8pm ET Standard Support Hours for all tickets	24/5 2-Hour Blocker Response	24/7 30-Minute Blocker and Critical Response
Number of Contacts	2	4	6
Round Robin Support Representation	✓		
Technical Account Manager (TAM), remote		✓	
Technical Account Manager (TAM), local time zone*			✓
Regular case review and status meetings		✓	✓
Dedicated (customer build and data) support environment			✓
SaaS Customers: Application Health Dashboard and Review			✓
Community Portal & Knowledge Center	✓	✓	✓

Customer Support and Community Details

Community Portal

Model N customers have complete access to expert knowledge through a community portal for fast and easy access to information. The portal provides forums, training materials, research, blogs and best practices along with access to dashboards providing value realization and system health. To stay up to date, customers can see information on support issues, product releases, new ideas, and roadmaps. Model N also provides downloadable reports for customers to have offline access to support information.

SaaS Customers

Customer Success Management

To ensure customers realize the full benefits of their Model N investment, a team of trusted advisors is assigned to each customer. The focus is to build deep relationships focused on understanding customer strategies, goals and plans and helping customers maximize their success with Model N solutions. This is accomplished together by developing strategic plans focused on attainment of shared objectives and goals.

Customer Support

Round Robin

Model N uses a support approach that automatically assigns support issues to the next available resource for Standard Support level customers. This ensures your organization gets quick access and response to a support person and your issue is assigned a ticket and prioritized. Depending on priority and criticality, support persons may be reassigned to better address and resolve issues.[1]

Technical Account Management

This resource is the customers single point of contact with regard to opening cases/resolving cases and updates with regard to open cases. This resource will work with the customer to arrive at a mutually agreeable resolution for cases logged.

Case Reviews and Status Meetings

With a desire to understand direction and requirements from customers, Model N collaborates with customers to review support cases, their status and resolution on a regular basis. Using technical account managers, Model N schedules status meetings to discuss priorities, resolution and provide a status of active issues.

Dedicated Support Environment

To ensure customer's can mirror their environments, Model N provide an environment similar to the customer's production environment. The application build, including patches and customs will be an exact match to the code used in production. The data set will be kept current to production. All of this will maximize the support team's ability to triage open cases as quickly as possible and provide solutions in a timely fashion.

1 - If a customer would prefer a single resource to work with, Model N's other tiers provide a named TAM.

Working with Model N Support

Model N recognizes our customers have diverse requirements and their efforts span numerous geographies globally. To accommodate product success, Model N offers several ways to connect and gain the insights, knowledge and support you need. Whether you initiate an online support ticket, use our self-guided help or our online community, we offer the expertise you require.

PHONE
Customer Support

ONLINE
Model N Help

COMMUNITY
Model N Customer Community

How Model N Manages Support Priorities

Model N has adopted the IT Service Management (ITSM) standard for calculating request priority. Priority is calculated from Urgency and Impact per the below table.

Impact is the number of people or user groups who are impacted. As an example, an issue that affects just one user or a handful of users would be Minor and have Localized Impact, while an issue that affects all users would be Extensive and Widespread Impact.

Urgency is how serious the issue is. For example, an issue with a feature that is rarely used or has an easy workaround would be Low Urgency. While an issue with a feature that has effectively taken a product offline—it has failed catastrophically and is inoperative by the customer and all end users—would be Critical (Emergency) Urgency.

Impact

Urgency	EXTENSIVE *Widespread*	SIGNIFICANT *Large*	MODERATE *Limited*	MINOR *Localized*
CRITICAL *Emergency*	BLOCKER	CRITICAL	MAJOR	MEDIUM
HIGH	CRITICAL	MAJOR	MEDIUM	MINOR
MEDIUM *Standard*	MAJOR	MEDIUM	MINOR	TRIVIAL
LOW	MEDIUM	MINOR	TRIVIAL	TRIVIAL