

Keep Model N base applications running like clockwork



Get fast, easy access to guidance and technical support. Model N Customer Support Services ensure your Model N base applications run smoothly and as intended. Our experts help you address functional, technical, and configuration issues; incidental data fixes; requests for password resets, access, and enhancements; and environment maintenance.

Support that matches your business’s needs

Choose from standard round-robin support, a dedicated account manager, or even a dedicated support environment. Regardless of the option you choose, you’ll have access to expert assistance that helps you stay up and running, so you can optimize revenue and ensure compliance.

	Standard Monday through Friday, 8 a.m. to 8 p.m. regionally	Enhanced 24x5 support	Premium 24x7 support
Response times	Blocker/critical: 2 hours Major: 4 hours Medium: 1 day Minor/trivial: 2 days	Blocker/critical: 2 hours Major: 4 hours Medium: 1 day Minor/trivial: 2 days	Blocker/critical: 30 minutes Major: 4 hours Medium: 1 day Minor/trivial: 2 days
Number of contacts	2	4 to 8	6+
Community portal	✓	✓	✓
Round-robin support	✓		
Technical account manager		Remote	U.S.
Regular case review and status meetings		✓	✓
Support portal escalation feature	✓	✓	✓
Root cause analysis	Statement	Statement	Official document
Dedicated support environment			✓
Support workshop			✓ Optional(1 per year(
Application health monitoring			✓
Key event management			✓
System optimization assessment			Official document

**Technical account manager (TAM) – enhanced and premium tiers**

As your primary point of escalation, your dedicated TAM understands your business and advocates for you in interactions with the engineering team. During regular ticket status meetings, they'll review your support cases and proactively tailor support to your organization.

**Dedicated support environment – premium tier**

Limit business interruption and get the fastest time to resolution. The dedicated support environment enables our team to replicate issues, run updates, apply patches, perform testing, and deploy fixes within a carbon-copy of your environment.

**24x7 support – premium tier**

Access support resources day or night, ensuring you have the support you need for quarter-end processing and other critical deadlines.

**Community portal – all levels of support**

Access expert knowledge and best practices, anytime, anywhere. The portal provides robust dashboards that enable you to understand your system's health. Up-to-date details on support issues, product releases, and roadmaps help you maximize value.

**Application health monitoring – premium tier**

Get insights into the health of your Model N production application. The background monitoring tool operates discretely, notifying Model N of any configured alerts. Once an alert is received, the support team generates a Jira ticket and suggests follow-up actions.

**Product review meeting – premium tier**

Review and prioritize your environment's defects and enhancements during an annual meeting with the Model N product management team.

**Support portal escalation feature – all levels of support**

Escalate an issue to Model N senior management through the Model N Support Portal to bring attention and visibility to your critical issue.



Support workshop – premium tier

Schedule an optional onsite workshop for your business and IT teams during which your TAM will review your processes and provide updates on open support issues. The annual product review meeting can coincide with this workshop.



Key event management – premium tier

Your TAM will be available as needed for any key events (e.g., weekend production activity; month-, quarter, and year-end processing).



System optimization assessment – premium tier

Connect with a subject matter expert for up to 40 hours of advice per year on your Model N applications. (4 weeks advance notice required.)

Optimize value and ensure smooth operation

Pair your Customer Support Service contract with Model N Application Services to ensure your internal processes run effectively. Application Services streamline day-to-day operation and implement strategies to drive greater value from your Model N investment. Our technical experts, the people who develop and enhance Model N solutions, will help you:

- ✓ Manage data quality, governance, and security.
- ✓ Continuously monitor system performance, availability, and usage metrics.
- ✓ Design and build custom reports, dashboards, and analytics.
- ✓ Conduct system audits and maintain audit trails.
- ✓ Handle the day-to-day application administration.

Ensure continuous operation of your Model N applications.

Schedule a meeting to learn how we can help you quickly find answers to questions and resolve issues with Model N base applications.