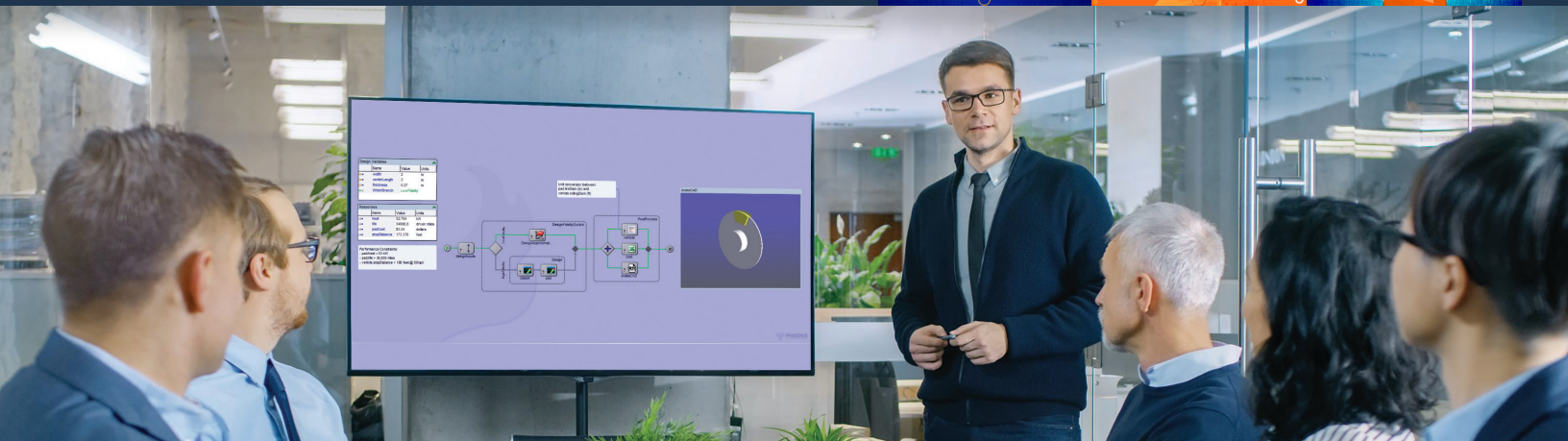# ModelCenter® Premium Support

Integrate. Explore. Enable. **Maximize.**

Support that helps you master today's and tomorrow's challenges

About ModelCenter® Premium Support

Maximize the value of your investment in ModelCenter® by leveraging expert support from the Phoenix Engineering Services team.

Premium Support enables you to customize your team's interactions with our Application Engineers to ensure that you get the most productivity from your implementation of ModelCenter, enabling your projects to be completed successfully.

Benefits:

- Eliminate unforeseen challenges with pro-active support that is tailored to your needs.

- On-board new team members faster with direct access to training and expert knowledge resources.

- Minimize down time with direct access to an Application Engineer that understands your team's background and priorities.

- Avoid potential project delays through a collaborative approach between your team and a ModelCenter expert.

ModelCenter® Premium Support, *includes:*

- Direct access to designated priority support personnel

- Regularly scheduled technical collaboration meetings

- Online or in-person training

- Expert technical service support for engineering workflow review or plug-in development

- Share the knowledge of our experts with the entire organization

Contact us at
sales@phoenix-int.com
for more details

Designated support personnel

- Value-added support, above standard Maintenance, from a designated Application Engineering team member, backed by our full engineering team expertise.

Regular collaboration meetings

- A defined program of scheduled meetings between our designated Application Engineer and your team.

- Our designated Application Engineer will build a deeper understanding of your team's environment, priorities, needs, and goals. This will ensure that the best practices guidance, and advice provided, will match those priorities and requirements, ensuring that you get the highest value from ModelCenter®.

- Receive proactive technical advice based on the needs of current and future projects.

In-depth Workflow Reviews

- Technical collaboration meetings: access the full depth of technical knowledge of the Phoenix Integration team.

- In-depth ModelCenter® Workflow Reviews for improved performance to streamline your product development.

Custom Plug-Ins, Displays & Dashboards

- Develop plug-ins for tools frequently used within your team or organization.

- Create special displays or dashboards for easier access to data and results.

Compare Support Features

● Included — Not Included $ Additional Cost

	Standard	Premium
Getting Started:		
Installation & Licensing	●	●
ModelCenter® Help Database	●	●
Training:		
On-Demand Training	$	●
Instructor-led, Online Training	$	●
On-site Training	$	●
Customized Training for Your Workflows and Best Practices	$	●
Knowledge Archive:		
Customer-Driven Webinar Archive	●	●
Technical Papers & Case Studies	●	●
Technical Assistance:		
Hotline Support	Standard	Dedicated
Basic Usage Guidance	Basic Help Guide	Instructed Help
Best Practice Development	—	●
Designated Application Engineer	—	●
Scheduled Technical Collaboration	—	●
Workflow Assistance:		
Basic Workflow Troubleshooting	●	●
In-depth Workflow Review	—	●
Workflow Technical Guidance	—	●
Workflow Performance Optimization	—	●
Custom Plugins		
Custom Plug-in Creation	$	●
Plug-in Development Guidance	$	●

To learn more about
ModelCenter® Premium Support
visit phoenix-int.com/premium-support

Speak to a representative at
1.800.500.1936 or sales@phoenix-int.com

INTEGRATE **EXPLORE** ENABLE