

Deltek Premium Plus Care

Protect and extend the life of your investment with enhanced support coverage

With direct access to Level 2 support, you can bypass the first line of support and connect directly to Deltek's Senior Support Analysts.

Premium Plus Care

Deltek is committed to providing world-class customer support to optimize the performance of your Deltek solution. Our award-winning Customer Care Support plans are designed to help you reduce the time, resources, effort and cost of operating your Deltek solution. Our four tiers of support plans give you the flexibility to select the plan that meets the unique needs of your business. Regardless of the plan you choose, you will receive the professional assistance you need to protect and extend the life of your Deltek investment.

Deltek Premium Plus Care extends the coverage of our Premium Care plan, with the addition of several enhancements to provide a more personalized support experience. Deltek Premium Plus Care offers the same comprehensive benefits as Deltek Premium Care, including unlimited support cases, 12x5 business support, 24/5 emergency telephone support for mission critical needs, expedited support services, priority routing of issues, and remote diagnostics. Additionally, Deltek Premium Plus Care provides direct access to level 2 support, proactive case reviews, and up to seven authorized contacts at your organization to contact Deltek Customer Care on your behalf.

Deltek Premium Plus Care includes the following services:

- Direct access to level 2 support
- Proactive case reviews with a named Sr. Advisor*
- Accelerated response and resolution
- Automated case routing
- Two additional support contacts (7 total)
- Product updates, features, packs and hot fixes to keep your system current
- Unlimited on-going support cases with expanded business hours
- 24x5 Emergency support for your mission-critical cases
- Two 24 x 7 On-Demand Support Weekends per year*
- Unlimited Access to Deltek Customer Care Connect
- 10% discount on all Deltek University public classes

Direct Access to Level 2 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.

*Premium Plus Care customers with >400 employees receive two 24 x 7 Support weekends, and 6 (consecutive) weekly case review meetings with a named Sr. Advisor, per annual maintenance period.

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Stay connected:



Unlimited support cases

Deltek provides Premium Plus Care customers with an unlimited bank of support cases. We are there to support you and your team, to promote a successful relationship. We assist your team to help your Deltek products stay up-and-running, on time and on budget, with high-quality support so that your business can consistently retain low costs and high returns.

Expanded support availability

Under the Deltek Premium Plus Care plan, assisted or “live” support is provided to support your mission-critical cases, even after standard business hours. Our support teams are available 12 hours a day, Monday through Friday. Additionally, we offer mission-critical support 24x5 to handle your critical situations. Deltek support analysts are available to resolve support needs, so that your company can breathe easy even over the most critical issues.

World-class online support tools and KnowledgeBase

Premium Plus Care subscribers can access our Support Portal, Deltek Customer Care Connect, 24x7. Connect offers Premium Plus Care customers online chat, which provides real-time access to our support analysts during business hours, and grants access to our online Knowledgebase containing thousands of solutions and suggested practices. Deltek Premium Plus Care customers also receive membership in our Connect User forums, connecting thousands of Deltek users world-wide to share industry insight, product tips and tricks, and the ability to build relationships with industry peers. Deltek

Customer Care Connect website also provides additional content and features, including:

- The ability to add, update, or close support cases real-time
- Access to user documentation & FAQs

Ongoing product enhancements

Deltek provides our customers with the latest product advancements, to complement modernization of your business to stay competitive. Updates may include:

- Hotfixes
- Security updates
- New product releases and enhancements
- Service pack updates or technology advancements

Enhanced support

Deltek Premium Plus Care users receive priority response times to address your critical needs with a sense of urgency. Deltek lets you prioritize your cases based on severity, which allows us to respond more quickly to your critical cases.

Contact

For more information on how Deltek support can optimize your business, please call Deltek Advanced Customer Care at 1-877-HLP-PROJ or visit deltek.com

Deltek is the leading global provider of enterprise software and information solutions for professional services firms and government contractors. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. 18,000 organizations and 2 million users in over 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