

From reactive AMOS maintenance to managed operational Customer Success

Three tiers of Support Services, built around where your fleet is today and where it's heading.

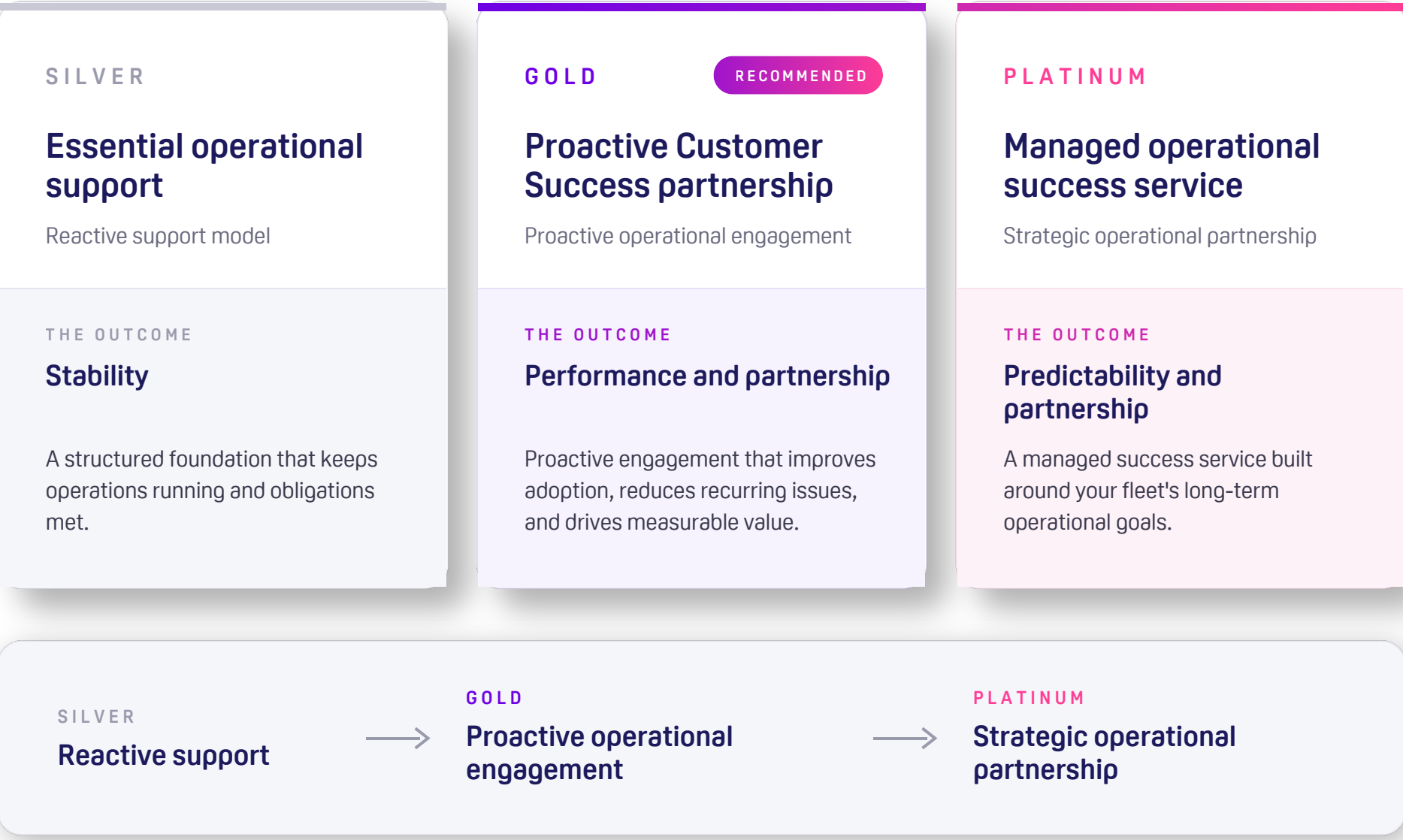
SILVER

GOLD

PLATINUM

1 A LADDER OF ENGAGEMENT

Three tiers, one Customer Success foundation



2 SUPPORT ADDED AS YOU MOVE UP THE TIERS

Everything in Gold builds toward Platinum

INCLUDED	SILVER	GOLD	PLATINUM
Named Customer Success Manager	—	✓	✓
Priority queue handling	—	✓	✓
Proactive incident trend review	—	✓	✓
Quarterly service reviews	—	✓	✓
Dedicated delivery oversight	—	—	✓
Predictive support analytics	—	—	✓
AMOS Health Check, twice annually	—	—	✓
Advisory-led roadmap planning	—	—	✓

Silver already covers business-hours support, knowledge base access and annual service reviews. These rows show what's added as you move up.



3 IS PLATINUM RIGHT FOR YOUR FLEET

Platinum suits fleets operating at this scale

- 

Large fleet size
- 

Multi-region operations
- 

High operational dependency
- 

Complex environments
- 

Long-term commitment
- 

Strategic account status

Ready to talk about your support tier?

Every fleet's needs change. Your Customer Success Manager can walk you through what moving up would mean for your operation.

TALK TO YOUR CUSTOMER SUCCESS MANAGER