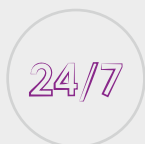




Whether you're just getting to know PPO or you're a seasoned veteran, we want you to have quick and easy access to PPO's legendary support! Our support is available 24 hours a day, 7 days a week and most importantly, it's part of your monthly subscription fee. We have always delivered free support through our extensive Knowledge Base and Frequently Asked Questions, live chat with our support ninjas who are always ready to help. Clients also have the ability to raise tickets directly from within their instance or by sending an email to [support@go2ppo.com](mailto:support@go2ppo.com).

## INCLUDED IN YOUR SUBSCRIPTION FEE



**24 hour a day access to the [PPO Support Portal](#) including an extensive [Frequently Asked Questions Portal](#).** This allows users to get answers to support queries at any time of the day or night.



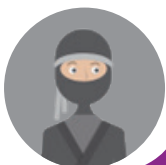
**Continuous Deployments:** Our DevOps team follows a continuous deployment approach with development sprints that run in 2 week cycles. The cycles produce technical and user facing enhancements. Our users have the ability to log, view and vote for product enhancement ideas via the [Community Portal](#). New feature webinars are hosted regularly and can be accessed [here](#).



**Bug fixes:** Most critical bugs are fixed within 24 hours. Non-critical bugs will be fixed in the next version upgrade or patch.



**Free Online Training Bootcamp:** All PPO clients have access to our comprehensive training bootcamps, included with your monthly subscription fee. Our expert-led courses are designed to enhance your skills and ensure you get the most out of our tool. Whether you're a beginner or looking to advance your expertise, our training offers valuable insights and hands-on experience to help you succeed. Our free PPO training events are listed on our website, access the training calendar [here!](#)



Thanks for reaching out to PPO Support!

Wow, live chat support. That's awesome!





The key role of the support team at PPO is to DELIGHT our users.



The support desk is a key team within PPO that includes both technical and non-technical consultants.



The Support Team has a solid understanding of the product and the use cases for PPO.



The role of the support desk includes supporting consultants during an implementation as well as the success managers post the implementation.



## 1st Line Support – Resolution Target of 16 Business Hours

- We educate users on standard out-of-the-box functionality.
- Provide links to [Knowledge Base](#) articles, [FAQ's](#) & [Videos](#).
- No configuration changes are done by the Support Team.

*Free (included in your fee)*



## 2nd Line Support – Resolution Target of 40 Business Hours

- PPO is highly configurable and PPO Administrators have access to maintain the system and widget configuration as well as configure data fields, business rules, custom lists and dependencies.
- Report changes and new custom report development are considered as 2nd line support requests.
- In the absence of a PPO Administrator, the support desk can assist with configuration changes as listed above and these requests are also considered as 2nd line support.

*Billable Work*

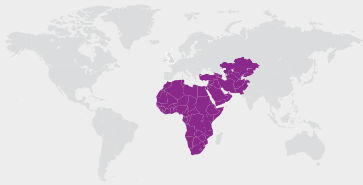


## 3rd Line Support

- New feature development
- Bug fixes



*You can find us just about  
anywhere in the world*



## AMERICAS, EUROPE AND ASIA

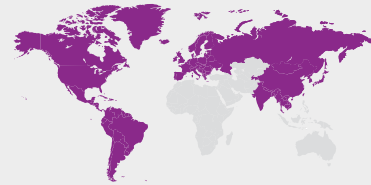
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*A simple, easy-to-use  
online project management system*