

P2 WE'VE BUILT THE RIGHT MODEL FOR SUCCESS

The secret to P2 success is fueled by a focus on three key areas.



SUPPORT
(STANDARD & MANAGED)



**ACCOUNT
MANAGEMENT**



**PROFESSIONAL
SERVICES**

Our experience has proven that only an artful balance of management, support, and an ability to provide an array of customizable professional services will result in a foundation for success. With these three key areas in fluid balance, our customers are freed to experience the full power behind P2.

1. Account Management

The first key component to our model involves assigning a unique Account Manager to each customer. Focused on building long-term partnerships, our Account Managers are ready to help you order additional seats, help a new group within your organization adopt P2, purchase additional products, outsource admin services, or explore custom development.

2. Option A: Standard Support

Questions and support issues are a regular part of any product or service. If it's a performance issue or problem with how the solution is working (an Application Defect), you can simply contact our support team and we will issue a support ticket. We also offer many self-service options including an extensive video library of training topics. Customers can contact our Help Desk by emailing p2support@posportal.com. Support is available 8 a.m. to 6 p.m. PST, Monday through Friday, excluding POS Portal holidays.

3. Customizable Professional Services

No P2 customers are the same, so our success model has the ability to scale in order to meet the needs of any P2 customer. POS Portal offers a wide range of project-based Professional Services, from architecture and product management to custom development and design.

Option B: Managed Services

If the Standard level of POS Portal Support isn't enough, you can order a variety of administration services through our Managed Services program. You can purchase administration and light development services to suit your needs.

Questions? Email us at p2support@posportal.com for more information.

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