



## Safeguard the ROI of your software investment with Aurora's Premium Support

Premium Support Services enhances your existing Aurora Support with several white-glove benefits, including direct access to a dedicated Senior Customer Support Representative. Working with a dedicated Support team member, you can maximize your team's productivity by ensuring that your Aurora is always up to date on your business workflows and needs.

Premium Support also provides several benefits that are delivered directly by your Aurora team, including your Senior Customer Support Representative and your Customer Success Manager. In addition, our Platinum Support plan includes a dedicated API Integration Support Engineer to make sure your API integration is always updated to fit your needs.

# Aurora Premium Support

While Aurora has long been recognized as the leader in customer support excellence, sometimes a growing business needs more. Premium Support Packages are designed to drive your growth, with enhanced coverage, professional-grade onboarding services, and investment in Aurora Solar is an important decision in setting your company up for success. Ensure your team gets the full value of the software with Premium Support Packages.



### Never be blocked by a software issue

By ensuring you can contact our support team through multiple channels, on your time, you can trust that your sales reps will never face a deal-blocking issue.



### Ensure business continuity

Your dedicated support representative will work closely with you post-implementation to make sure your Aurora set-up is always optimized for your specific business objectives.



### Meet changing business demands

Your dedicated team at Aurora will keep you informed on the status of your feature requests and what's on our product roadmap.



## Enhanced Service Level Agreement

Faster responses from Aurora Solar engineers and resource coordination by your CSR to secure that any issues are addressed as quickly as possible.

## Many Communication Channels

Does your team close deals 7 days a week? Aurora's Premium Support packages offer a variety of communication channels — from chat, to email, to phone — any day of the week to make sure your team is never blocked by a software question or issue. Your team will be happier and more effective, look more professional, and close more deals.

## Proactive Product Advice

Your CSR will send regular updates on product releases so you stay up to date on the latest features. They will also work with you to manage, prioritize, and monitor feature requests internally, and report back on them. This guarantees that your team always has visibility into which features and upgrades are coming soon, and how they can be used for your workflow.

## Learn More About Our Premium Packages

### Standard Package

- Includes a dedicated CSM, but not dedicated support contacts like a Senior Customer Support Representative or API Support Engineer.
- Includes technical email and chat support, but no phone support.

### Gold Package

- Multiple points of contact at Aurora, including a dedicated CSM and Senior Customer Support Representative (CSR) that your teams can contact based on their needs.
- Bespoke training based on your business needs.
- Regular updates on product releases, as well as the status of any feature requests.
- Full access to all of our support channels: email, chat, and phone. Note: Phone support is provided Monday - Friday. For full 24/7 phone support, see the Platinum Plan.

### Platinum Package

- Receive all the support services and resource Aurora has to offer.
- Access to a CSM to manage ongoing business needs.
- Senior CSR to track and manage your support requests, and an API Support Engineer to manage your API implementations.
- Dedicated Slack channel to guarantee easy communication with the Aurora team.
- Senior CSR will manage your feature requests, prioritize and monitor them internally, and report back on them.
- Visibility into new features that are coming soon.
- Top priority support through multiple channels, including weekday and weekend phone support.

Best-In-Class  
Support Designed  
For Your Business