



CUSTOMER SUCCESS PLANS

Software is worthless if it isn't implemented correctly and your staff doesn't know how to utilize it effectively. CADTALK Customer Success Plans ensure that CADTALK is installed and configured to meet your exact requirements. It also ensures your team is fully trained and ready to start using the software with confidence. Each plan provides unlimited access to product updates, new version releases, and on-going support.

BASIC	ADVISOR	CONCIERGE
<p>No frills. CADTALK installation, configuration, end-user training, product updates, and support. Just enough to get you heading in the right direction. Not available with subscription license.</p> <ul style="list-style-type: none"> • Installation & Configuration • 8 Hours User Training • 24x7 Support Portal • Knowledgebase & Documents • Product Updates • Technical Support • Tutorial Videos • Live Office Hours Support <p>30-Day Go-Live Assistance</p>	<p>Our most popular option includes everything in Basic plus advanced feature training on artificial intelligence mapping, assisted setup and configuration, additional training time, and priority support.</p> <ul style="list-style-type: none"> • AI Transformation Mapping • Assisted Feature Setup • Additional 16 Hours Training • Senior Technical Assistance • Expert Consultation • Priority Support <p>12-Month Go-Live Assistance</p>	<p>You never had it so good! Includes everything in Advisor and Basic. Designed for enterprises requiring expert assistance. White gloves support with product previews and priority enhancement requests.</p> <ul style="list-style-type: none"> • Immersive CADTALK Training • Advanced Feature Setup • Unlimited Training • Exclusive Product Previews • Priority Enhancement Requests • Premier Support <p>Unlimited Go-Live Assistance</p>
ALWAYS FREE!	CALL FOR PRICING	CALL FOR PRICING

It's all about making great choices – pick the plan that works best for your organization and don't worry. We're here to help you select the most appropriate option and you can always upgrade to a more comprehensive Customer Success Plan or purchase additional services ala carte if and when you need them.

The Basic Plan is ideal for most companies that have simple bills of material and need to minimize costs. We work with you for 30 days from the start of the CADTALK implementation to get you off the ground with confidence. Access our knowledgebase and documentation. Watch recorded tutorial videos and attend live office hours for on-going questions and assistance.

The Advisor Plan is by far our most popular option. It focuses on advanced mappings for more complex data transformations for bills of material, manufacturing routings (labor operations), item and inventory creation, and more. It also includes an additional 16 hours of training (24 total) with a senior-level technical advisor and tips and suggestions during a thorough consultation. Advisor Plan customers also receive priority support.

Concierge is designed for enterprises with a lot of CADTALK users, integrations to multiple CAD applications, and manufacturers with more complex requirements. Concierge provides unlimited end-user training for existing and new employees in your organization and training on more advanced features for power users. End-user training is extremely comprehensive – you'll know as much as we do when you're done. Concierge customers also receive previews of new versions with direct input into new features to add in future versions and Premier support ensures you are at the top of our support queue.

FREE DEMO: www.cadtalk.com/demo