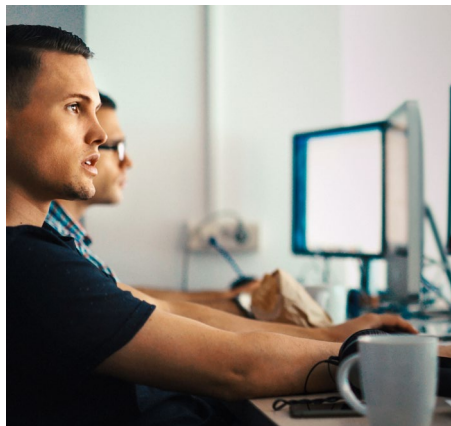


Upland Premium Success Program

Empowering your success with premium support



Our Commitment

At Upland, we understand your business relies on cutting-edge software solutions to thrive in today's competitive environment balanced with your team's need for immediate gratification. To ensure your mission-critical software operates seamless, we offer a comprehensive Premium Support Program (PSP) designed to elevate your experience and minimize downtime. Our PSP services are tailored to meet the unique needs of your organization, providing you peace of mind and enabling you to focus on what matters most – innovation and growth.

Highlights

- **Dedicated Support Team:** Gain access to a dedicated CSM and support professionals familiar with your specific software environment and business objectives.
- **24/7 Priority Assistance:** With Enterprise PSP Plan, Premium Support is available around the clock, whenever issues arise, no matter the time-zone or location.
- **Rapid Issue Resolution:** With Plus and Enterprise PSPs secure quicker response time and engage at the top of the queue.
- **Regular Health Checks:** Identify opportunities for optimization and ensure you are getting the most out of your investment.
- **Discounted Professional Services Rates:** Based on your PSP enrollment level.



PREMIER

Features

SUCCESS & SUPPORT

	STANDARD	PLUS	ENTERPRISE
Business hours support (email/portal)	●	●	●
Community portal access	●	●	●
After-hours business critical support		24/5	24/7
Critical support guaranteed response	1 BUSINESS HR	1 HR (24/5)	30 MINS (24/7)
Customer Success Manager	GENERAL ACCESS	NAMED CSM	NAMED CSM
Health check		ANNUAL	SEMI-ANNUAL
Top of the queue		●	●
Business hours live chat support		●	●
University credits (where applicable)		5	10
Customer advisory board			●

DISCOUNTS

Implementation discount		5%	10%
Professional services discount		5%	10%

PRICING

INCLUDED

20% OF LIST PRICE OF ARR

30% OF LIST PRICE OF ARR

Premium Success Program focus areas

Collaborate across Upland's expert teams to increase your ROI.

Customer Engagement

Customer Success account management provides you with immediate account support and direct accountability to help us deliver toward your success goals.

Access to our Community Portal will provide you with another channel to learn more about the product and exchange with peers and Subject Matter Experts (SME).

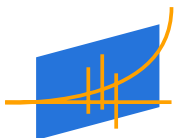
Customer Support

Provide your users access to support guidance on their terms with extended hours, enhanced priority and, for Platinum PSP buyers, chat-based support during business hours.



Choose Upland Premium Support for unparalleled peace of mind

Investing in Premium Support from Upland means investing in the success of your software-driven business. With our dedicated customer success and support teams and our commitment to your success, you can trust that your software environment and end users will always be in capable hands.



Your success is our priority.

Reach out to your Customer Success Manager today.