

# OL<sup>®</sup> Care Support

Unparalleled product support and engagement with experts ensure you get up and running quickly and keep your software operating smoothly.



## Get unlimited product support and guidance

Objectif Lune's OL Care program offers essential assistance and direction with the following:

- Product configuration and installation questions and issues
- Resolving unexpected behavior for native software features and functionality
- Addressing challenges with existing templates, data mappings, workflow configurations, and product programming operating in the original development environment

OL Care also includes free major release upgrades, minor release updates, and access to online learning resources.

Professional Services may be purchased for full installations, custom configurations, and issues beyond the scope of regular support. \*

\* Refer to OL Care Policy for details

## Program advantages and highlights

- 12 months of coverage**
- Choice of three support levels:** Select Standard OL Care or upgrade to Gold or Platinum for extended support hours
- Software and solution support:** Connect to our team of Objectif Lune experts
- Updates and upgrades:** Stay up to date with the latest software releases
- Problem resolution:** Get your business back on track with limited interruption
- Unlimited resource access:** Product documentation, Q&A forums, learning center, and knowledge base
- Six supported languages:** Technical assistance is available in English, French, German, Dutch, Spanish, and Japanese during local business hours, depending on the region \*

## Enjoy peace of mind with OL<sup>®</sup> Care support

Find answers with online resources and reach out to software experts.

### Product Support

OL Care includes access to a dedicated team of professionals who are committed to addressing urgent software issues. Contact OL Care Technical Support by phone or open a ticket in the online Community portal to connect with an expert who will work to resolve problems to your satisfaction.

### Customer Success

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

### Community Portal

Our online Community portal offers another channel to learn more about the product, exchange ideas with peers, and interact with Subject Matter Experts. Support requests can also be submitted in the Community portal.



### Leverage OL Care Gold and Platinum Extended Support Programs

Extended Support programs provide further investment in the success of your software-driven business, ensuring assistance when needed. With support available during a broader range of days and hours and a dedicated Customer Success Manager (CSM), you can trust that your software environment and end users will always be in capable hands.

**Dedicated Support:** Both Gold and Platinum programs provide a dedicated CSM who can continuously work with you to maximize the value of your Objectif Lune products.

**Priority Assistance:** For issues that occur beyond regular hours, both programs ensure business-critical 24-hour support, with Platinum and Gold providing seven and five days of coverage, respectively.

**Preferred Placement in Queue:** Receive prioritized placement in the support queue for incoming issues with both Gold and Platinum plans.

## OL<sup>®</sup> Care features

	EXTENDED SUPPORT		
	STANDARD	GOLD	PLATINUM
Regional business hours support	●	●	●
Community portal access	●	●	●
After-hours business critical support		24/5 *	24/7 *
Critical support response time (phone requests)	2 business hours	2 hours	2 hours
Dedicated Customer Success Manager		●	●
Priority placement in queue for incoming issues		●	●

\* OL Care Extended Support is available in English for OL Connect products only. It excludes U.S. and Canadian Labor Day, Christmas Day, Boxing Day, Easter Friday/Monday, and New Year's Day. Standard OL Care terms and conditions apply.



We believe customer satisfaction is at the heart of everything we do. That's why we are proud to offer world-class support for our software.

**98%**  
Satisfaction rate

## OL<sup>®</sup> Care FAQs

### Is OL Care required?

OL Care is mandatory for the first year with the purchase of a Perpetual License and can be renewed annually. Subscription Licenses include OL Care.

### How fast can I expect a response?



Guaranteed response times are determined by how the support ticket was submitted:

- **Phone:** 2 hours
- **Community portal:** 4 hours


Depending on your plan, response times are based on local business hours or Extended Support service levels. Opening a ticket by phone is recommended to accelerate response time for urgent issues.

### Can I pay when I call?

Pay-as-you-go support is not available. Our yearly plan offers unlimited calls and technical help from our experts for as long as necessary. Additionally, you'll benefit from software upgrades and updates.



OL Care delivers reliable support and resources to reduce downtime and maximize productivity.



### What training resources are available?

OL Care provides educational tools, including unlimited access to OL Learn, online tutorials, our Q&A forum, as well as a resource center. Additional in-depth training services are available for purchase.

### What if my OL Care coverage lapses?

Contact your Objectif Lune reseller or Customer Success team for assistance renewing your OL Care plan and upgrading if needed. It's important to note that the cost of re-entry is higher than the renewal cost, so it is highly recommended to renew annually to maintain coverage.



## Ready to invest in OL Care?

Let us help you find the best plan for your business needs.

**Upland Objectif Lune** helps companies automate business communications processes with its digital transformation solutions. With OL Connect technology, customers can create, manage, distribute, and automate transactional and promotional documents while keeping their existing business systems.

