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Booklet

Premium
Support

What is Premium Support?

With Premium Support, you will have a personal Technical Account Manager (TAM), who will proactively advise you and help with the technical set-up of your Channable account. The TAM is an experienced Support employee who is responsible for the implementation of the various Premium Support offerings:

A fixed contact person   **Alignment with your CSM**   **Monthly technical reports**   **Significant time savings**   **Growth of tool knowledge**

Fixed contact person

Your TAM is your contact person for technical issues. The TAM is aware of everything concerning your account, emails, and calls to the Support department and can therefore best assist you with technical questions or problems! The TAM is always aware of the latest features, rules, and optimization opportunities within Channable and can therefore help you organize your account in a smart and efficient way.

Setting up channels

When requested, your TAM will take this off your hands and take care of the setup. In doing so, we will show you useful tips & tricks that can help you later on with the tool!

Periodic meetings and reporting

The TAM offers a unique opportunity to set up or adjust your Channable account as efficiently, flawlessly, and quickly as possible. This can be done by regularly reviewing the account structure, discussing (ongoing) questions or problems, and your future plans and projects for Channable. We offer to schedule monthly meetings with you and send you a report that helps you move forward!

Adjustments in channels

The TAM can step in and make the most complicated adjustments to your Channable account. This way, you can focus on further optimizing your Channable strategy!

Do you want to know more about Premium Support, please contact us.

Contact

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FAQ

What is the difference between Premium Support and normal Support?

Where Support is always reactive, we as TAM want to think proactively with you. We do a lot more maintenance in your account ourselves (which will save you a lot of time) and therefore schedule meetings ourselves. We ensure that future projects run smoothly from the outset and are executed in the most efficient and technically correct manner. Moreover, we ensure that, where necessary and possible, you have a permanent contact person with a lot of experience!

What is the difference between the Customer Success Manager and the TAM?

The difference with your Customer Success Manager (CSM), who also serves as your direct contact person, is that with Premium Support you really get into the technical side of your Channable account. The CSM aims to make you as successful as possible and look at things like: what do you need, where can we add, and how much will it cost and benefit you. Through Premium Support, you have access to a TAM with the technical know-how to implement this, together with you. The TAM is also the link between you, Support, and our technical departments. In this way, we can give even your most complicated issues, where development hours are needed, the necessary attention and priority!

What is the difference between Premium Support and an SLA?

When you sign a Service Level Agreement (or SLA) you have a contractual guarantee on, better uptime and faster responsiveness of support. Premium Support does not focus on general guarantees for your account, but on offering extensive technical support within your account. We want to proactively think along with a dedicated TAM that addresses technical issues and discusses concerns. The guarantees within an SLA, therefore, remain separate from the Premium Support package.

	Support	Customer Success Manager	Premium Support
Free reactive technical support for all customers	✓	✓	✓
Fixed point of contact for strategic questions regarding Channable		✓	✓
Proactive contact and advanced training possibilities		✓	✓
Dedicated experienced technical account manager for technical issues			✓
Proactive help through setting up and making adjustments to feeds and APIs			✓
Monthly technical reports to improve your technical use of the tool			✓

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FAQ

How can Premium Support help us get started with Channable?

Together with your CSM we will create an onboarding plan. Moreover, we will help with setting up channels and projects so that you can kick off as soon as possible. Furthermore, the TAM will be the point of contact for technical questions and advice concerning the tool. This way we can set up your account as efficiently and scalable as possible. After the initial onboarding, we will remain in contact and create monthly reports to look back at the previous period. This monthly meeting will also be a moment to discuss technical questions or wishes. In conclusion, the TAM will continue to play a supporting technical role while your account is growing. Your CSM will be your general contact person at Channable and our customer support will always be available for your quick technical questions!

Why are you working with a contract?

✓ That is a good question as Channable usually works with monthly subscriptions. With Premium Support, we mainly want to ensure that we become your technical advisor and partner in the longterm. So we can ensure that the cooperation between you and Channable will run smoothly and that technical frustrations will be eliminated. To be able to focus on this long-term partnership, we decided to work with a contract. We trust that we can enter into a long-term partnership with these offerings. With Premium Support, we really want to go a few steps beyond acting as a temporary extension for, say, a few setups.

✓ In addition, the TAM must first get to know your account before optimal advice can be given. That is why we look at the longer-term instead of a Premium Support subscription that can be canceled monthly. If you have any doubts about the added value of the package towards the end of the contract, we can of course leave it at that!

✓ Finally, Premium Support is intended to enable you to plan ahead and to look together at optimal use of your account. We do this in consultation with your CSM, so that we can really set up your account properly on both a strategic and technical level; tailored to your wishes. Premium Support is therefore the best way to run long-term projects in Channable smoothly!

✓ To be clear: when you stop the cooperation with Channable, your Premium Support contract will terminate as well.

€349 p/m
Based on a 6-month contract

If you are interested in Premium Support, please contact our Technical Account Managers

I am interested

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