

## Premier access to ongoing product and program expertise to ensure your success.

We know that managing and maintaining cloud technologies can be complex — and even the biggest HR teams sometimes need extra capacity and ongoing expert support, particularly when new features and innovations are delivered regularly.

That's why we created Signature Support — an annual paid premium support offering that comes with access to a designated Support Account Manager (SAM). The SAM is the singular support contact for your program team. Responsible for working with your organization's stakeholders on adoption and support-related needs throughout the duration of the partnership, your SAM will be a core part of your ongoing Betterworks success management team, working closely with the Program Architect during implementation, as well as your organization's Customer Success Manager post-launch.



### Additional Signature Support benefits include:

- Full-service white-glove support through implementation, organizational change management, and ongoing program optimization
- SAM access for your entire program team
- Faster support response and an enhanced SLA
- Full root cause analysis (RCA) for any issues that may arise
- On-demand technical and product expertise, to ensure that your organization gets maximum value from their Betterworks investment
- Customized branding within the Betterworks program
- Point in time training
- Exclusive access to the Betterworks Guides platform
- In-depth access to product vision and the opportunity to help direct innovation

