

What to Expect from Your OverOps Subscription

Discover the resources and support at your disposal to successfully get started with your OverOps deployment.



Product License Rights

- ✓ Complete use of OverOps Platform for the duration of your contract



Technical Support Resources

- ✓ Access to OverOps ticketing, support portal & team members
- ✓ Software patches & new releases



Basic Online Training

- ✓ Basic UI training
- ✓ Installation training



Customer Success Manager

- ✓ Designated point of contact
- ✓ Internal customer success document with key milestones
- ✓ Continuous education
- ✓ Feature requests
- ✓ Quarterly progress touchpoints
- ✓ Application adoption tracking and usage reports
- ✓ Customer advocacy
- ✓ Support issue escalation