

Premium Support Services

Your Path to Mobile Excellence

What Is Premium Support?

Modo's Premium Support package offers enterprise-level services designed to elevate your workplace excellence. Backed by top-tier technology experts and a dedicated customer service team, our Premium Support model offers high-touch assistance to help you learn, grow, and deliver exceptional results across your organization. From seamless onboarding to ongoing optimization, we help you tap into your workplace's full potential with unparalleled support every step of the way.

Your Support Journey Begins Here



Consultative Services

Access expert guidance tailored to your needs.



Dedicated Account Resource

Benefit from personalized assistance and support



24/7 Support

Enjoy round-the-clock assistance whenever you need it.



Go-Live Partner

Expect a seamless transition and successful launch.

What's Included?

Our enterprise-level support ensures that your dynamic needs are met with precision. Let us be the catalyst for your growth.

- ✓ **Personalized Expertise:** Enjoy the support of a dedicated expert proficient in your app, environment, and systems, as well as the Modos platform.
- ✓ **Cultural Understanding:** Our team seamlessly adapts your culture into user experience, ensuring alignment with your organization's values and objectives.
- ✓ **Development and Training:** Access a wealth of e-learning materials and design resources to empower your team's growth and skill development.
- ✓ **Admin Guidance:** Featuring a live mentor for virtual training sessions or custom development, our expert assistance provides your team with comprehensive, hands-on training.
- ✓ **Weekly Account Calls:** Stay connected with your dedicated account analyst through regular weekly calls, ensuring ongoing support and alignment.
- ✓ **Discovery Sessions:** Explore and showcase app capabilities and new features, maximizing the value of your investment.
- ✓ **Design Services:** Refresh, modernize, and maintain brand elements with our expert design services, keeping your app visually appealing and on-brand.
- ✓ **Tailored SLAs:** Dynamic service level agreements ensure your evolving needs are consistently met.

Standard vs. Premium Support

We offer two support models to match the varying needs of enterprise customers:

Standard for organizations with straightforward setups and lower operational reliance, and **Premium** for organizations where the platform is mission-critical and complexity demands a higher level of partnership.

Feature	Standard (Free)	Premium
Support Hours	9am-5pm ET, Monday to Friday*	24/7 for all High Priority and Urgent tickets (P1/P2 incidents)
Support Ticket Prioritization	Support tickets will be responded to in line with standard Modo SLAs	Premium Support tickets are tagged as such when opened and given higher priority for review/resolution
Training	Videos, documentation and limited access to a live trainer	Dedicated trainer available for virtual live training sessions
Design Services	Design recommendations available upon request	Application review and collaborative redesign services with a Modo Design Team Specialist
Support Resources	A shared Technical Support Engineer (TSE) , as part of support team triages, prioritizes tickets, and handles Medium and Low Priority (P3/P4) tickets for several clients as need arises	A Dedicated Technical Success Manager (TSM) as Single Point of Contact with expertise in your application and the Modo Platform A Dedicated Technical Support Engineer as a hands-on expert for all P3/P4 issues, owning advanced troubleshooting, liaison with engineering, and supporting your Technical Success Manager
Weekly Consultative Review Calls		Discussion with TSM on options for improving application functionality and adoption
Support and Business Reviews		Semi-Annual review of support performance metrics, application and feature usage trends
Product Roadmap Reviews		Semi-Annual review of the Modo product roadmap, highlighting new, upcoming features and functionality

Modo's Commitment to Workplace Excellence



Improved User Experience Satisfaction

We ensure your journey is seamless, empowering you to achieve your goals with confidence and satisfaction.



Streamlined Operations

We cut down on administrative overhead, allowing you to focus on core tasks while we handle the technicalities.



Enhanced Efficiencies

We reduce potential downtime and administration burdens through, ensuring smooth operations for your mobile app.

A Modo Case Study: How Premium Services Transformed This Global Financial Services Company's Experience

Modo was selected as the office app solution to foster seamless connectivity among employees, especially during times of remote work. Modo's platform helped ensure team members remained interconnected, engaged, and productive regardless of their physical location. Modo's Premium Support services were deployed to enhance employee usage, ensuring seamless operation and maximizing the app's potential for driving productivity and engagement across a global workforce.

Company Profile:

Number of Employees: 225,000+

Number of Locations: 4,400 offices in 71 countries

Timing of Premium Support Add-On: March 2023
Implemented Premium Support 15 months ago

Metrics:

Increase in App Engagement: 40%

Reduction in time to resolve P1/P2 incidents: 61%

Don't Just Survive, Thrive!
Upgrade to Premium Support
and Experience Unparalleled
Excellence Today!

“Since partnering with Modo and implementing Premium Support, our app engagement has soared, and downtime has significantly decreased. The support team's expertise and proactive approach have been invaluable in ensuring our app meets the needs of our employees seamlessly.”

- Head of IT

