

Premium Support Services

Your Path to Mobile Excellence

What Is Premium Support?

Modo's Premium Support package offers premium-level services designed to elevate your campus experience. 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 campus's full potential with unparalleled support every step of the way.

Your Support Journey Begins Here



Dedicated Technical Success Manager

Benefit from personalized assistance and support.



Premium Ticket Support

Enjoy prioritized assistance and support whenever you need it.



Consultative Services

Access expert guidance tailored to your needs.



Go-Live Partner

Expect a seamless transition and successful launch.

What's Included?

Our premium-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 Modo platform.
- ✓ **Cultural Understanding:** Our team seamlessly adapts your culture into user experience, ensuring alignment with your school'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.
- ✓ **Regular Account Calls:** Stay connected with your dedicated account analyst through regular biweekly calls, ensuring ongoing support and alignment.
- ✓ **Regular Business Review:** Analyze app use and trends during a semi-annual review and strategy session hosted by your dedicated account team.
- ✓ **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.