Rootstock Success Plans

Rootstock offers two levels of customer success and support engagement, Standard Success and Platinum Success. Each Customer Success Plan defines the level of support, responsiveness, and ways in which Rootstock resources work to support you daily.

Standard Success

Best suited for customers with **less advanced configurations** and who generally **prefer self-service resources** for support

Platinum Success

Best suited for customers with **more advanced or customized configurations** and who prefer **faster response times** from designated technical resources

Feature	Standard Success	Platinum Success
Account Status Meetings	Quarterly	Weekly or as-needed
Assigned Technical Account Manager	Not Included	Included
System Optimization Assistance	Hourly Rate	Included via Technical Account Manager
Upgrade Assistance (Release note review, feature previews, testing guidance)	Self-led	Technical Account Manager-led
Business/Strategy Reviews	1 per year	Up to 4 per year
Access to Online Community (Knowledge Articles, Case Management)	Included	Included
Designated Support Contacts*	Up to 2	Up to 6
Priority Response Targets		
Critical	4 business hours	1 business hour
Urgent	1 business day	2 business hours
High	2 business days	4 business hours

* Designated Support Contacts are trained customer resources who interface directly with Rootstock Support, submit and manage support cases, implement solutions provided, and act as the liaison with internal users.



Support Hours of Operation:

Monday through Friday
(excluding public holidays)

India (IST)
9 am – 6 pm

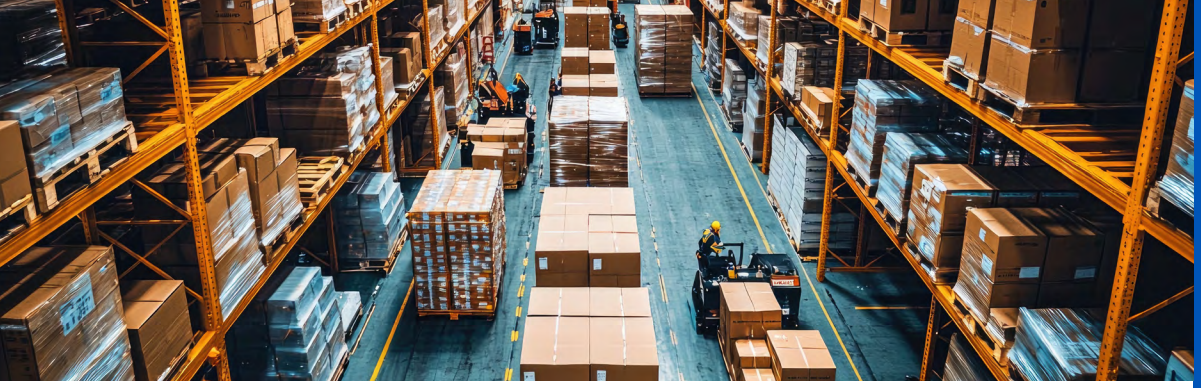
Central Europe (CET)
8 am – 5 pm

US Pacific (PST)
6 am – 5 pm

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Rootstock Platinum Success

Accelerate Value. Optimize Performance. Build Confidence.

Your Technical Account Manager

A Trusted Advisor

Rootstock Technical Account Managers are senior product experts who invest directly in your success. Each Technical Account Manager provides focused, personalized service, and collaborates daily with other Rootstock experts to ensure the right knowledge is applied to your needs.

Your Technical Account Manager will:

- Offer product adoption and best-practice guidance
- Act as your point of escalation when critical issues arise
- Lead upgrade readiness and release planning efforts
- Share dashboards and reports on performance and risk
- Discuss open support cases and trends
- Assist with product enhancement requests

Key Platinum Deliverables & Activities

System Optimization	• Best practice recommendations • Process improvement assistance • Software release evaluation / assistance • Case trend analysis
Proactive Guidance	• Upcoming release / roadmap previews • New feature awareness • Risk notifications
Strategic Planning	• Regular business reviews • Roadmap visibility and alignment • SME access for strategy and planning
Case Management	• Case collaboration and prioritization • Case review sessions

Rootstock Platinum Success provides an assigned Technical Account Managers resource for a fixed engagement aligned to your current contract term. TAMs are shared resources operating during regular Rootstock business hours. During non-business hours, customer activities will be managed by the Rootstock support team.

Key Benefits

- Designated points of contact to coordinate your immediate, short-term, and long-term needs
- Experienced Rootstock product professionals familiar with your environment, your processes, and your business objectives
- Advocates for your business to drive issue resolution and represent your needs/priorities
- Proactive touchpoints providing early access to new product information and roadmaps to assist in your long-term planning
- Priority Case Handling for faster response and resolution
- Upgrade and Release Support for hands-on help from your Technical Account Manager
- **15% Higher CSAT**

Ready to Get More From Rootstock?

Talk to your Account Manager to upgrade to Platinum Success and gain the confidence, coverage, and clarity you need.

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