

MDO ASSIST SPECIALIZED GUIDED PLAN WITH MDO PROSPECTA TO HELP YOU THROUGH YOUR DATA JOURNEY

Customer Success is at the heart of MDO Prospecta. Our MDO Assist is crafted to support your business model. We deliver true value with our core product support and MDO Assist packages, available to you 24/7. Coaching and mentoring are provided throughout your journey to enhance performance, boost productivity and reach new milestones towards achieving your business goals. We believe in cost effective solutions that will help save more in the future and drive innovation in the world of data.

Added Value with MDO Prospecta's Industry Experts

Get the most out of your investment with MDO Prospecta. MDO Assist provides technical guidance and support through programs built and led by our in-house world-class experts.



Customers with Premier save significant time and cost with great agility, efficiency and responsiveness.

| Realize Value | Deploy New Innovations | Boost Productivity |
|--|---|---|
| Expert coaching in functionality will help you realize true value right from the get-go. A skilled team will drive home those very metrics that will help you reach your financial goals and also help you enhance and diversify your portfolio. | Innovations in the data world are key to success. Analytics and Value Engineering play a big role in the Innovation world. Our tech experts' goal is to provide guided support to drive innovations. | Get faster response time with 24x7 technical support to mitigate disruptions. Learn how to put MDO Prospecta's capabilities to work for your team and increase productivity. |



Driving Business Value Together

Our partnerships deliver the best possible experiences for our customers. We collaborate with our partners to meet your Master Data Management needs at every stage of your journey.

MDO Assist

MDO Prospecta’s customers that come from various industries have realized the value of engaging with experts through MDO Assist. Here are some of the ways companies have leveraged these plans to accelerate time to value.

| Customer Success Team, at Prospecta, walks hand in hand with Customer to ensure a successful journey for them. Customer loyalty and customer advocacy are not easy to attain in today’s highly competitive era. As a result, we have to be always on our toes for better, satisfactory outreach with our clients. | Boost Productivity | Improve Customer Experience |
|---|---|--|
| | <ul style="list-style-type: none"> Learn to automate routine tasks Make internal IT resources available for other critical technology initiatives Improve business insight with robust reporting and analytics | <ul style="list-style-type: none"> Decrease average support call wait time Implement fast, scalable, best-in-class mobile experiences out of the box Forecast the likelihood of renewals and up sell and cross-sell opportunities |

| | | Core Product Support | MDO Assist Packages | |
|--------------------------------------|---|--|---|--|
| | | STANDARD | SILVER | GOLD |
| Self Help Resources | Help Portal Access | ✓ | ✓ | ✓ |
| | Training Portal Access | ✓ | ✓ | ✓ |
| | Support Portal | MDO One + Chat | MDO One + Chat | MDO One + Chat + Phone |
| Support | Platform Support | ✓ Support Hours: 24 / 7 / 365 SLA's: As per standard SLA's | ✓ Support Hours: 24 / 7 / 365 SLA's: As per standard SLA's | ✓ Support Hours: 24 / 7 / 365 SLA's: As per standard SLA's |
| | Configuration & DAXE (Developer) Support | ✗ | Support Hours: 24 / 7 / 365 Troubleshooting Only SLA's: As per standard SLA's | Support Hours: 24 / 7 / 365 All issues - Core / Custom SLA's: As per standard SLA's |
| Guidance Services | ✗ | | Expert Coaching for Onboarding and Support (Help with implementation of new modules or additional roll outs) | Expert Coaching for Onboarding and Support (Help with implementation of new modules or additional roll outs) |
| Data Steward Insights | ✗ | | ✗ | Data Quality Health Checks, SLA's and sending reminders / Propose New Data Rules and Validations |
| Proactive Services | ✗ | | As per standard alert mechanisms | 24/7 Proactive Monitoring, Alerts and Remediations (Integration Checks), Technical Reviews and other health checks |
| Technical Account Management | ✗ | | ✗ | ✗ |
| Additional Data Stewardship Services | Prospecta can provide dedicated support at discounted rates | ✗ | ✓ | ✓ |

For more information, please contact your account executive to learn how we can help you accelerate your success.

Feel free to drop us a message for any queries that you might have and we would be happy to help and would promptly get back to you.

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