Premium Support

Complete, personalized support coverage

Our Premium Support plan is designed for customers who are looking for a personalized approach to solving unexpected challenges. With our Premium Support, you get tailored help from our experts 24x7x365.

When you are up against compliance and monthly close deadlines, you need to be sure that your Lease Lifecycle Automation platform performs seamlessly with a dedicated team working for your success. You need a solution tailored to your business.

Our Premium Support gives you access to a dedicated team of experts, including an assigned Customer Success Manager, and access to tech and engineering support teams. With this service, you get faster response time, priority troubleshooting and 24x7 support from our top-notch teams.

Our experts will help you with technical issues and troubleshooting, answer your how-to questions and provide you with personalized guidance on best practices to achieve your goals faster.

Improved
ROI on your investment

Faster
problem resolution

Complete
technical and auditing support

Premium Support Plan advantages

Our experts are ready to provide you with the help you need 24x7x365

Get personalized guidance tailored specially to your business' needs

With Premium Plan you get priority troubleshooting and faster response times to ensure efficient issue resolution Sev 1 and 2 cases

Every quarter you'll receive a program review from our team to assist you with continuous improvement and boost your system efficiency

Built-in Disaster Recovery for Production Environment ensures faster turnaround time, minimal downtime and hassle-free recovery process.

Non-stop performance monitoring of your system helps us proactively resolve issues and address potential challenges.

Choose the right plan for you

Standard

- ⊘ Business hour support 8AM to 8PM local time

- ⊘ Four Designated support contacts

- ⊘ Online case management and submission

Premium

- ⊘ 24x7x365 Technical Support for Sev 1 and 2 cases

- ⊘ Eight designated support contacts

- ⊘ Online case management submission

- ⊘ Quarterly program review

- ⊘ Built in high availability and disaster recovery for production Environment

- ⊘ 24x7x365 Performance monitoring

- ⊘ 24x7x365 Engineering support for Sev 1 cases

- ⊘ Dedicated Customer Success Manager

Contact us today to upgrade to Premium Support.

LeaseAccelerator provides a global lease lifecycle automation platform that improves free cash flow and ensures long-term compliance across equipment and real estate assets. Thousands of users rely on our Software as a Service (SaaS) platform to manage and automate 700,000 leases valued at $200 billion across 5 million assets in 172 countries that generated 8 billion journal entries.

LeaseAccelerator
Lease Lifecycle Automation