Premium Support

Premium Assistance for All Your Needs.

We have been empowering branded communication from the start. Our Document Creation and Content Management Software Solution fully integrated within Microsoft 365, enables organizations to simplify workflows, minimize manual work, and maintain brand consistency across every asset. Built to be secure, scalable, and intuitive, we empower your teams with the tools they need to succeed and make an impact every day. Transforming the way businesses create, manage, and share branded communication assets.

Premium Support

Premium Support transforms the support experience for officeatwork customers by offering a direct line to expert assistance. This service is tailored for those who seek a higher level of support than what is available through standard channels like officeatwork Online Documentation, Help Center, or the LinkedIn Community. It facilitates direct communication with officeatwork engineers via Teams or email, ensuring that tailored assistance is always available.

The service is structured around various plan options to accommodate different organizational needs, each offering a set number of support and consulting hours, with the flexibility to add more as required. The Premium Support is a commitment to ensuring that every customer has the opportunity to maximize their use of officeatwork products with the backing of a dedicated, professional support team.

Key Features:

- **Included Support**
- **Included Consulting Hours**
- **Expert Customer Success Engineers Support via Microsoft Teams**
- **Expert Customer Success Engineers Support via Direct Email**
- **Additional Paid Support and Consulting Available**
- **Discount hourly rate for Support and Consulting Services**

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Why Premium Support?

Direct Customer Success Engineer Access

Premium Support provides direct communication with officeatwork engineers via Teams or email, ensuring personalized and expert assistance. This feature benefits organizations by offering immediate access to technical expertise in English or German, facilitating quicker resolutions and a more personalized support experience.

Tailored Support Plans

With multiple plan options ranging from S to XL, Premium Support allows customers to select the amount of support and consulting hours that best fit their needs. This flexibility ensures that organizations of all sizes can benefit from additional help without paying for unnecessary extras, optimizing their support expenditure.

Complimentary Consulting Hours

Premium Support includes complimentary consulting hours, allowing customers to leverage officeatwork expertise to enhance their use of officeatwork products. This benefit is invaluable for maximizing the utility and efficiency of officeatwork apps within an organization's workflow.
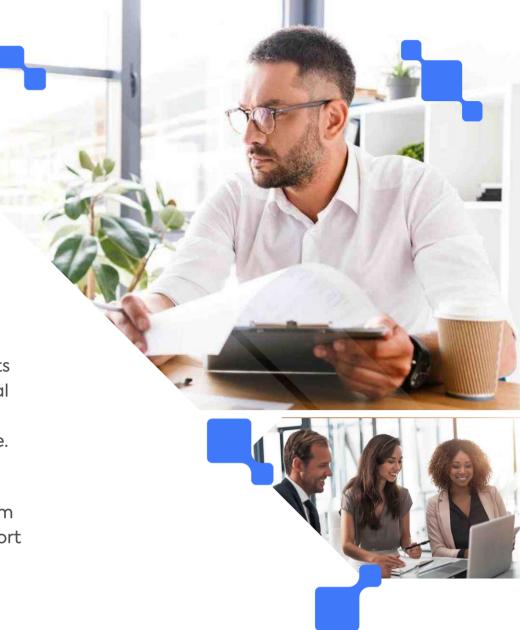
Extended Support Availability

Subscribers to Premium Support have the advantage of support via email and Teams, with 15 minutes per topic included for free during officeatwork business hours. This extended availability ensures that help is on hand when needed, aligning support with the customer's schedule.

Cost-Effective Support Solutions

The Premium Support plans offer additional paid support and consulting with the option of discounted hourly rates. Customers can enjoy up to a 20% discount on the standard rate, providing a cost-effective solution for ongoing support and consulting services, which is especially beneficial for long-term or complex issues.

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officeatwork has been recognized with multiple Microsoft awards, establishing it as a leader in offering SaaS based Document Creation and Content Management Software Solution for Microsoft 365. By choosing officeatwork, you're joining thousands of organizations and millions of people globally in streamlining work, improving productivity and empowering your organizations branded communication within Microsoft 365.

Learn more at:
http://links.officeatwork.com/officeatwork-premiumsupport