Keep Model N base applications running like clockwork

Get fast, easy access to guidance and technical support. Model N Customer Support Services ensure your Model N base applications run smoothly and as intended. You'll receive access to the insights, knowledge, and assistance needed to reduce business disruption and improve operational performance. Our experts help you address functional, technical, and configuration issues; incidental data fixes; requests for password resets, access, and enhancements; and environment maintenance. Best of all, you can pick the level of support that's right for you.

Support that matches your business's needs

Choose from standard round-robin support, a dedicated account manager, or even a dedicated support environment. Regardless of the option you choose, you'll have access to expert assistance that helps you stay up and running – so you can optimize revenue and ensure compliance.

	Standard Monday through Friday, 8 a.m. to 8 p.m. regionally	**Enhanced** 24x5 support	**Premium** 24x7 support
Response times	**Blocker/critical:** 2 hours **Major:** 4 hours | **Medium:** 1 day **Minor/trivial:** 2 days	**Blocker/critical:** 2 hours **Major:** 4 hours | **Medium:** 1 day **Minor/trivial:** 2 days	**Blocker/critical:** 30 minutes **Major:** 4 hours | **Medium:** 1 day **Minor/trivial:** 2 days
Number of contacts	2	4 to 8	6+
Community portal	✓	✓	✓
Round-robin support	✓		
Technical account manager		Remote	U.S.
Regular case review and status meetings		✓	✓
Support portal escalation feature		✓	✓
Root cause analysis	Statement	Statement	Official document
Dedicated support environment			✓
Support workshop			✓ (Optional, 1 per year)
Application health monitoring			✓
Key event management			✓
System optimization assessment review (SOAR)			Official document

Technical account manager (TAM) – enhanced and premium tiers

As your primary point of escalation, your dedicated TAM understands your business and advocates for you in interactions with the engineering team. Through regular ticket status meetings, they'll work with you to review your support cases and proactively tailor support to your organization.

Dedicated support environment – premium tier

Limit business interruption and get the fastest time to resolution. The dedicated support environment enables our team to replicate issues, run updates, apply patches, perform testing, and deploy fixes within a carbon-copy of your environment.

24x7 support – premium tier

Access support resources day or night. This ensures you have the support you need for quarter-end processing and other critical deadlines.

Community portal – all levels of support

Access expert knowledge and best practices, anytime, anywhere. The community portal provides robust dashboards that enable you to put your finger on the pulse of your system's health. Up-to-date details on support issues, product releases, and roadmaps help you maximize value.

Application health monitoring – premium tier

Get proactive insights into the health of your Model N production application. The background monitoring tool operates discretely, notifying Model N of any configured alerts. Once an alert is received, the support team generates a Jira ticket and informs you of suggested follow-up actions.

Product review meeting – premium tier

Review and prioritize your environment's defects and enhancements during an annual meeting with the Model N Product Management team.

Support portal escalation feature – enhanced and premium tiers

Escalate an issue to Model N Senior Management through the Model N Support Portal to bring attention and visibility to your critical issue.

Support workshop – premium tier

Schedule an optional onsite workshop for your business and IT teams during which your TAM will review your processes and provide updates on open support issues. The annual product review meeting can coincide with this workshop.

Key event management – premium tier

Your TAM will be available as needed for any key events (e.g., weekend production activity; month-, quarter, and year-end processing).

System optimization assessment review (SOAR) – premium tier

Connect with a subject matter expert for up to 40 hours of advice per year on your Model N applications. (4 weeks advance notice required.)

Optimize value and ensure smooth operation

Pair your Customer Support Service contract with Model N Application Services to ensure your internal processes run effectively. Through Application Services, you can streamline day-to-day operation and implement strategies to drive greater value from your Model N investment. Our technical experts – the very people who develop and enhance Model N solutions – will help you:

- Create and update custom code.
- Address issues with reports, analytics, interfaces, and data.
- Monitor batches and systems.

- Manage builds and releases.
- Handle the day-to-day application administration.

Ensure continuous operation of your Model N applications.

Schedule a meeting to learn how we can help you quickly find answers to questions and resolve issues with Model N base applications.

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