ICM Cyber

Standard [S]

Sustain
- Augment OEM Support
- Escalate OEM Support
- Intensive Care Unit
- Advisory As Available

Optimize
- Quarterly Business Review
- Annual Roadmap Planning
- Scheduled Project Work

Learn
- Realizing the Value Webinars
- Realizing the Value – Basic Video Based Training

Grow

Premium [P]

Sustain
- Augment OEM Support
- Escalate OEM Support
- Intensive Care Unit
- Advisory As Available
- Success Coordinator
- Monthly Check Up Call

Optimize
- Quarterly Business Review
- Annual Roadmap Planning
- Scheduled Project Work
- Annual Version Upgrade

Learn
- Realizing the Value Webinars
- Realizing the Value – Advanced Video Based Training
- 100 Class Voucher Points

Grow
- Weekly Access To Group Mentoring

Dedicated [D]

Sustain
- Augment OEM Support
- Escalate OEM Support
- Intensive Care Unit
- Advisory on Demand
- Success Coordinator
- Monthly Checkup Call
- 4 PS Hours Per Week

Optimize
- Quarterly Business Review
- Annual Roadmap Planning
- Priority Project Work
- Annual Version Upgrade
- Quarterly Patch Application

Learn
- Realizing the Value Webinars
- Realizing the Value – Advanced Video Based Training
- 200 Class Voucher Points

Grow
- Weekly One-on-One Mentoring

Managed [M]

Sustain
- Augment OEM Support
- Escalate OEM Support
- Intensive Care Unit
- Advisory on Demand
- Success Coordinator
- Weekly Checkup Call
- 24.7 Dedicated Team

Optimize
- Quarterly Business Review
- Annual Roadmap Planning
- Priority Project Work
- Bi-Annual Version Upgrade
- 24.7 Patch Application

Learn
- Realizing the Value Webinars
- Realizing the Value – Advanced Video Based Training
- 400 Class Voucher Points

Grow
- Weekly One-on-One Mentoring

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